DOCUMENT RESUME

ED 256 455 JC 850 238

AUTHOR Radcliffe, Susan K.; Novak, Virginia E.
TITLE Howard Community College Staff Services Evaluation, Spring 1985. Research Report Number 41.
INSTITUTION Howard Community Coll., Columbia, MD. Office on Institutional Research.
PUB DATE May 85
NOTE 118p.; Part 3 contains small print.
PUB TYPE Reports - Evaluative/Feasibility (142) -- Tests/Evaluation Instruments (160)

EDRS PRICE MF01/PC05 Plus Postage.
DESCRIPTORS *Administrator Attitudes; College Administration; College Programs; Community Colleges; *Employee Attitudes; Institutional Evaluation; Institutional Research; Program Evaluation; *Self Evaluation (Groups); *Teacher Attitudes; Two Year Colleges

ABSTRACT

In spring 1985, Howard Community College conducted a study to evaluate its performance of services for fiscal year 1985. All members of the faculty and management of the college were asked to complete a 153-item questionnaire arranged in 28 service areas. Questionnaires were completed by 25 faculty members (51% of total faculty), 30 management team members (73%), and 38 support staff members (46%), for an overall response rate of 54%. The overall mean rating for the college for all services in all job categories was 3.53, with 3 indicating a satisfactory rating. In all, only 12 individual survey items had a mean rating below 3.0 (i.e., sound fiscal management, accessibility of the president, encouragement of participatory decision-making by the president, provision of research assistance by the office of institutional research, institutional planning systems, management by objectives system, management information systems, faculty evaluation system, student evaluation, Professional Development Center utility, financial aid services coordination, and co-curricular activities). Conversely, 31 items and four service areas (i.e., Continuing Education, the Learning Resources Center, General Services, and Business Services) had a mean rating above 4.0 ("good"). The evaluation report includes tables showing for each service area and questionnaire item mean scores, number of respondents in each job category, frequency counts, and overall mean scores. (AYC)

****
* Reproductions supplied by EDRS are the best that can be made *
* from the original document. *
****

ED256455

Howard Community College

1985 STAFF SERVICES EVALUATION MAY 1985

U.S. DEPARTMENT OF EDUCATION
NATIONAL INSTITUTE OF EDUCATION
EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)

X This document has been reproduced as received from the person or organization originating it.

☐ Minor changes have been made to improve reproduction quality.

• Points of view or opinions stated in this document do not necessarily represent official NIE position or policy.

"PERMISSION TO REPRODUCE THIS MATERIAL HAS BEEN GRANTED BY

S. RADCLIFFE

TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)."

JC 850 238

Research Report Number 41

HOWARD COMMUNITY COLLEGE STAFF SERVICES EVALUATION

SPRING 1985

Research Report Number 41

May 1985

Office of Institutional Research

Howard Community College

Columbia, Maryland

BEST COPY AVAILABLE

HOWARD COMMUNITY COLLEGE STAFF SERVICES EVALUATION

CREDITS

Research Design and Analysis: Susan K. Radcliffe and Virginia E. Novak

Technical Editing: Charlotte Monroe

Data Communications and Electronic Reproduction: Allen Heap

Research Information Systems: Gaye Holcomb

Data Entry: Sharon Heckler

Word Processing and Data Communications: Ellen Jenkins and Sharon Heckler

PREFACE

This research report summarizes data collected, compiled and analyzed by Howard Community College to evaluate its performance of services for fiscal year 1985.

The report this year represents an innovation in reporting procedures. The text of the report was entered on the NBI word processor, then uploaded to a file on the HP3000. Concurrently, results of the SPSS analysis were edited and sent to the same file. That file containing the entire Services Evaluation Report was then edited and printed on the HP laser printer.

The computerized summary reports show a mean score for each item in the survey and a mean for each group responding (faculty, management team and support staff). An overall mean for the service area appears in the lower right hand section of the results. The number of persons responding to each item (N) appears over the mean score.

In the column titled "Number of Cases" you will find the total number in each job category (and overall) who responded to the survey itself. You will notice that 25 members of the faculty responded (51%), 30 management team members (73%), 38 members of the support staff (46%) and 93 altogether (54%).

In addition to the summary reports showing mean scores, frequencies of responses for each item are provided. This section shows the actual number of 1, 2, 3, 4 and 5 responses for each item as well as statistics and a histogram.

As you examine the results of the Services Evaluation, please keep in mind that a score of "3" indicates a rating of "satisfactory." Therefore, any item that has a mean score below 3.0 should be flagged for closer examination in order to determine any possible problem areas. A score of "4" indicates a rating of "good" or better than satisfactory. Items with scores of 4.0 or better indicate services with a particularly good rating.

The overall mean for the college was 3.5. As a further guide for interpreting the data, we suggest you also look at items .3 (one standard deviation) above or below this institutional mean. Thus, items below 3.2 might need some special attention in FY 1985 MBO's. Conversely, items above 3.8 can be highlighted in unit annual reports for FY 1985. This is suggested only as a broad guideline. Supervisors must make the final decisions about the importance of ratings.

The survey form itself will be revised this year beginning in late May or early June.

Comments or suggestions regarding this publication may be addressed to the Office of Institutional Research.

Susan E. Radcliffe
Coordinator of Institutional Research

TABLE OF CONTENTS

PART ONE.....Brief Summary

PART TWO.....Summary Reports of Each Service Area

PART THREE.....Frequencies of Responses on All Items

PART FOUR.....Questionnaire

PART FIVE.....Bibliography

PART ONE

BRIEF SUMMARY

HOWARD COMMUNITY COLLEGE STAFF SERVICES EVALUATION
SPRING 1985

RESEARCH REPORT NO. 41
SUMMARY

Title: Howard Community College Staff Services Evaluation, Spring 1985

Conducted By: Susan K. Radcliffe and Virginia Novak, Office of Institutional Research

Purpose: To evaluate Howard Community College administrative units in order to determine in a general way whether college services meet an acceptable performance level.

Methodology: An evaluation instrument has been developed and revised over a period of several years with items provided by many members of the college staff. All members of the faculty and management team are asked to complete the questionnaire which consists of 153 items (not counting "other") arranged in 28 service areas. Each service is evaluated on a five point scale ranging from 1 (poor) to 5 (excellent) with 3 indicating a satisfactory rating. Zero (0) may be used by respondents for items they cannot or choose not to evaluate.

Responses were tabulated, and mean scores calculated using SPSS (Statistical Package for the Social Sciences) and SPSS Report Writer. Results were then presented in a series of 28 summary tables, one for each service area. Mean scores, as well as the number of respondents, are provided for each job category (faculty, management team, and support staff) on each item and on each major area of the college. Overall mean scores are also given. Actual frequency counts followed by statistics and histograms for each item (numbers of "1", "2", "3", "4", and "5" responses) were also tabulated and included in this report.

Response: Services Evaluation questionnaires were completed by 25 faculty members (51% of total faculty), 30 management team members (73%) and 38 support staff members (46%). Overall, 93 staff members completed the evaluation, giving us a response rate of 54%. This response rate, while still representing a majority of the staff, is down from last year's 62%. One possible explanation for this is the perceived need for a change in the evaluation instrument.

The 1986 survey will, in fact, be revised after input from all staff members is sought and the evaluation needs of each area of the college are assessed. Since the Public Relations Office has offered to typeset it, the new survey will be more attractively produced and easier to respond to. The expectation, then, is that the response for 1986 will increase significantly.

Findings: The overall mean score for the college for all services in all job categories was 3.53. This mean score is very slightly, but

not significantly, higher than last year's (3.40). Since a rating of "3" is satisfactory, this indicates that the entire staff responding gave college services as a whole a better than satisfactory rating. It is also interesting to note that overall means for each of the four major service areas (Executive Management, Instruction, Administration and Student Services) and for each of the job categories (faculty, management and support staff) are 3.4 or above.

In reading the mean scores for individual items and for service areas, attention can be directed to mean scores falling below 3.0 since a "3" indicates a "satisfactory" rating. Areas falling below 3.0 may require further examination. In addition, items falling below 3.2 might be noted since they are one standard deviation (.3) or more below the institutional mean. However, the Services Evaluation itself is only a rough guide and does not indicate whether a problem lies in the service provided, in staff perceptions of the service, or in the way a question was worded.

In all, only 12 individual items (8%) had a mean rating below 3.0. Of the 28 services rated, only one, Institutional Planning System had an overall score below 3.0 (2.81).

Conversely, items and areas with a score of 4.0 or above stand out as those with particularly high ratings of well above "satisfactory." Thirty-one items (20%) had a mean above 4.0. Four service areas had overall mean scores of 4.0 or above. These included Continuing Education; the LRC (including the library, AV production, AV equipment and telecommunications); General Services; and Business Services. In addition to these, five service areas had overall means which were one standard deviation above the institutional mean. These services had overall scores of 3.8 or above, and included the Office of the Deans, the Computer Center, Athletics and Physical Education, Special Services, and Individual Renewal.

Conclusion: Very few institutions subject themselves to such careful scrutiny with an evaluation of this magnitude. Keeping in mind the difficulties of asking the right questions and wording them appropriately, useful information has been provided. This study indicates that college services are, in general, given ratings substantially above satisfactory which speaks well for the level and quality of services provided.

PART TWO

SUMMARY REPORTS OF EACH SERVICE AREA

HCC STAFF SERVICES EVALUATION
SPRING 1985
PART I. A. - OFFICE OF THE PRESIDENT

JOB CATEGORY	IA1 AWARE EDUC TRENDS	IA2 SUPP ACAD FREED	IA3 PROG STAFF DEVEL	IA4 SOUND FISC MANAG	IA5 FINAN UNDER STAND	IA6 COM-MUNI-CATION	IA7 ACCES-IBILTY	IA8 PARTIC DECIS MAKING	IA9 ID PROB ISSUE	IA10 REP HCC	IA11 COLL COUNC	IA12 ADMIN MGMT TEAM	NUMBER OF CASES	OVERALL MEAN
FACULTY														
N	22	21	21	21	23	24	22	22	18	24	14	14	25	
MEAN	3.73	3.43	3.43	2.76	3.09	3.38	2.77	2.55	3.06	4.00	3.71	2.86		3.22945
MGMT.TEAM														
N	28	20	27	29	29	30	30	28	28	30	17	29	30	
MEAN	4.00	3.65	3.59	2.55	2.97	3.27	2.70	2.68	3.43	4.37	3.76	3.21		3.34766
SUPPORT STAFF														
N	21	20	22	22	22	28	26	24	21	27	19	20	38	
MEAN	3.52	3.75	2.82	2.86	3.05	2.82	2.42	2.33	3.19	3.81	3.42	3.35		3.11889
TOTAL														
N	71	61	70	72	74	82	78	74	67	81	50	63	93	
MEAN	3.77	3.61	3.30	2.71	3.03	3.17	2.63	2.53	3.25	4.07	3.62	3.17		3.23874

HCC OFFICE OF INSTITUTIONAL RESEARCH
MAY 1985

N = NUMBER RESPONDING TO ITEM
M = NOT APPLICABLE OR MISSING

BEST COPY AVAILABLE

HCC STAFF SERVICES EVALUATION
SPRING 1985
PART I.B. - OFFICE OF THE DEANS

JOB CATEGORY	IB14 RESPONSIVENESS OF PERSONNEL	IB15 STAFF VISITOR RAPPORT	IB16 TIMELINESS MESSAGES MAIL APPTS	IB17 COORD OF SERVICES WITH OTHER ADMINS	NUMBER OF CASES	OVERALL MEAN
FACULTY						
N	23	15	24	9	25	
MEAN	3.78	4.27	3.75	3.44		3.81093
MGMT.TEAM						
N	29	23	28	27	30	
MEAN	3.97	4.13	3.71	3.78		3.89700
SUPPORT STAFF						
N	30	23	24	23	38	
MEAN	3.90	3.91	3.79	3.78		3.84683
TOTAL						
N	82	61	76	59	93	
MEAN	3.89	4.08	3.75	3.73		3.86276

HCC OFFICE OF INSTITUTIONAL RESEARCH
MAY 1985

BEST COPY AVAILABLE

N = NUMBER RESPONDING TO ITEM
M = NOT APPLICABLE OR MISSING

HCC STAFF SERVICES EVALUATION
SPRING 1985
PART I.C. - INSTITUTIONAL RESEARCH

JOB CATEGORY	IC19 COORD EX REPORTING	IC20 RESEARCH PROJECTS	IC21 ROUTINE REPORTS	IC22 ASSIT TO FACULTY STAFF	IC23 PLANNING ACTIVITIES	IC24 SPECIAL RESEARCH PROJECTS	NUMBER OF CASES	OVERALL MEAN
FACULTY								
N	8	16	20	20	9	11	25	
MEAN	4.12	3.75	4.05	2.80	3.22	3.73		3.61242
MGMT.TEAM								
N	16	17	23	20	20	14	30	
MEAN	3.06	3.94	3.91	2.85	3.20	3.79		3.45874
SUPPORT STAFF								
N	12	10	15	14	8	7	38	
MEAN	3.58	3.70	3.80	3.43	3.63	3.86		3.66567
TOTAL								
N	36	43	58	54	37	32	93	
MEAN	3.47	3.81	3.93	2.98	3.30	3.78		3.54621

HCC OFFICE OF INSTITUTIONAL RESEARCH
MAY 1985

N = NUMBER RESPONDING TO ITEM
M = NOT APPLICABLE OR MISSING

BEST COPY AVAILABLE

HCC STAFF SERVICES EVALUATION
SPRING 1985
PART I.C. - I.R. PLANNING SYSTEM

JOB CATEGORY	IC25 PLANNING SYSTEM	IC26 MBO SYSTEM	IC27 COORD MGMT INFO SYSTEMS	NUMBER OF CASES	OVERALL MEAN
FACULTY					
N	9	11	11	25	
MEAN	3.00	2.82	2.82		2.87879
MGMT.TEAM					
N	22	22	15	30	
MEAN	2.82	2.64	2.40		2.61818
SUPPORT STAFF					
N	6	5	5	38	
MEAN	3.00	3.60	3.60		3.40000
TOTAL					
N	37	38	31	93	
MEAN	2.89	2.82	2.74		2.81654

HCC OFFICE OF INSTITUTIONAL RESEARCH
MAY 1985

N = NUMBER RESPONDING TO ITEM
M = NOT APPLICABLE OR MISSING

BEST COPY AVAILABLE

HCC STAFF SERVICES EVALUATION
SPRING 1985
PART I.D. - PUBLIC RELATIONS & DEVELOPMENT

JOB CATEGORY	ID29 LOCAL MEDIA COVERAGE	ID30 PUBLICITY ASSISTANCE	ID31 COLLEGE CATALOG	ID32 CAMPUS NEWS	ID33 OTHER COLLEGE PUBLICATIONS	ID34 COORD SPEAKERS BUREAU	ID35 ADVERTISING	ID36 COORD SPECIAL EVENTS	ID37 PERFORM ARTS SERIES BROCHURE	ID38 DEVELPT ASSISTANCE	NUMBER OF CASES	OVERALL MEAN
FACULTY												
N	23	18	25	23	23	12	16	20	22	14	25	
MEAN	2.96	3.39	4.00	3.74	3.65	3.67	2.69	3.75	3.86	3.79		3.54902
MGMT.TEAM												
N	30	28	29	29	28	15	15	24	25	22	30	
MEAN	3.53	3.46	4.00	4.00	3.93	3.67	3.13	3.58	4.04	3.45		3.68041
SUPPORT STAFF												
N	33	26	32	33	31	12	17	28	30	19	38	
MEAN	4.18	4.04	4.19	4.18	4.06	3.75	3.65	4.00	4.03	3.79		3.98740
TOTAL												
N	86	72	86	85	82	39	48	72	77	55	93	
MEAN	3.63	3.65	4.07	4.00	3.90	3.69	3.17	3.79	3.99	3.65		3.75451

HCC OFFICE OF INSTITUTIONAL RESEARCH
MAY 1985

N = NUMBER RESPONDING TO ITEM
M = NOT APPLICABLE OR MISSING

BEST COPY AVAILABLE

HCC STAFF SERVICES EVALUATION
SPRING 1985
PART I.I.A. - DEAN OF INSTRUCTION

JOB CATEGORY	IIA40 AWARE ED IDEAS TREND	IIA41 SUPPORT PROGRAM STAFF DEVPT	IIA42 UNDER STANDING BUDGET MATTERS	IIA43 COMMUNICAT COLLEGE POSITION	IIA44 ACCES SIBILITY	IIA45 PARTIC IPATIVE DECISIO MAKING	IIA46 PROBLEM SOLVING	IIA47 REPRESEN TATION	NUMBER OF CASES	OVERALL MEAN
FACULTY										
N	22	14	23	23	23	22	20	22	25	
MEAN	3.64	3.58	2.98	3.04	3.52	3.18	3.15	3.91		3.37279
MGMT.TEAM										
N	27	23	20	28	29	25	28	28	30	
MEAN	3.85	3.65	3.25	3.23	3.34	3.24	3.27	3.79		3.45307
SUPPORT STAFF										
N	20	18	16	25	20	16	18	21	38	
MEAN	3.95	3.89	3.56	3.32	3.30	3.31	3.50	3.90		3.59233
TOTAL										
N	69	65	59	74	72	63	64	71	93	
MEAN	3.81	3.69	3.22	3.20	3.39	3.24	3.30	3.86		3.46374

HCC OFFICE OF INSTITUTIONAL RESEARCH
MAY 1985

N = NUMBER RESPONDING TO ITEM
M = NOT APPLICABLE OR MISSING

BEST COPY AVAILABLE

HCC STAFF SERVICES EVALUATION
SPRING 1985
PART I.I.B. - CONTINUING EDUCATION

JOB CATEGORY	IIB49 NEW PROGRAMS EDUCATION	IIB50 REPRESEN TATION OF COLLEGE	IIB51 PROMOTES CONT ED	IIB52 COOPER ATION WITH OTHERS	IIB53 EFFECTIVE COMMUNICA TION	NUMBER OF CASES	OVERALL MEAN
FACULTY							
N	22	22	21	20	17	25	
MEAN	4.14	4.05	4.19	3.75	3.29		3.88328
MGMT.TEAM							
N	27	27	27	28	24	30	
MEAN	4.44	4.52	4.44	3.86	3.42		4.13624
SUPPORT STAFF							
N	30	29	26	25	21	38	
MEAN	4.17	4.24	4.23	3.88	3.43		3.98948
TOTAL							
N	79	78	74	73	62	93	
MEAN	4.25	4.28	4.30	3.84	3.39		4.01105

HCC OFFICE OF INSTITUTIONAL RESEARCH
MAY 1985

N = NUMBER RESPONDING TO ITEM
M = NOT APPLICABLE OR MISSING

BEST COPY AVAILABLE

HCC STAFF SERVICES EVALUATION
SPRING 1985
PART I.I.C. - DIVISION ADMINISTRATION

JOB CATEGORY	IIC55 BUDGET PREP	IIC56 BUDGET ADMINS	IIC57 MEETINGS	IIC58 COMMIC TO FACULTY	IIC59 PROGRAM DEVELPT	IIC60 DIVISIO PROBLEM SOLV	IIC61 DIV PROGRAM IMPROVEMTS	IIC62 LOAD REGULATION IMPLEMEN	IIC63 WORD PROCESS ING	NUMBER OF CASES	OVERALL MEAN
FACULTY											
N	22	23	24	24	22	24	23	24	24	25	
MEAN	3.59	3.43	3.33	3.54	3.32	3.00	3.17	3.54	3.54		3.38624
MGMT.TEAM											
N	12	12	9	7	13	10	9	10	9	30	
MEAN	3.67	3.25	3.56	3.57	3.23	3.40	3.11	3.50	3.56		3.42679
SUPPORT STAFF											
N	10	10	5	7	9	8	5	7	10	38	
MEAN	3.80	3.70	3.80	3.57	3.44	3.38	4.20	3.86	3.80		3.72756
TOTAL											
N	44	45	38	38	44	42	37	41	43	93	
MEAN	3.66	3.44	3.45	3.55	3.32	3.17	3.30	3.59	3.60		3.45286

HCC OFFICE OF INSTITUTIONAL RESEARCH
MAY 1985

N = NUMBER RESPONDING TO ITEM
M = NOT APPLICABLE OR MISSING

BEST COPY AVAILABLE

HCC STAFF SERVICES EVALUATION
SPRING 1985
PART I.I.D. - FACULTY MGMT SYSTEMS

JOB CATEGORY	IID65 FAC PROMO SYS	IID66 FAC EVAL SYS	IID67 STUDEN EVAL SYSTEM	NUMBER OF CASES	OVERALL MEAN
FACULTY					
N	22	23	23	25	
MEAN	2.55	2.48	3.00		2.67457
MGMT.TEAM					
N	9	9	13	30	
MEAN	3.67	3.44	2.62		3.24217
SUPPORT STAFF					
N	10	10	15	38	
MEAN	3.80	3.40	3.13		3.44444
TOTAL					
N	41	42	51	93	
MEAN	3.10	2.90	2.94		2.98117

HCC OFFICE OF INSTITUTIONAL RESEARCH
MAY 1985

N = NUMBER RESPONDING TO ITEM
M = NOT APPLICABLE OR MISSING

BEST COPY AVAILABLE

HCC STAFF SERVICES EVALUATION
SPRING 1985
PART I.I.E. - LEARNING RESOURCE CENTER

JOB CATEGORY	IIE69 MATERI AVAILA	IIE70 CIRCUL	IIE71 REFS & INFO	IIE72 INTER LOAN PROCES	IIE73 RENTAL & PREVIE	IIE74 ACCESS STAFF REQUES	IIE75 ON TIME DELIVE	IIE76 REPAI CALLS	IIE77 MAINT	IIE78 STAFF ACCESS IBILIT	IIE79 MEET TIME SCHEDU	IIE80 WORK QUALIT	IIE81 ACCESS TELE COMM	IIE82 TELE COMM DEADLI	IIE83 QUAL OF TV PRODT	NUMBER OF CASES	OVERALL MEAN
FACULTY																	
N	25	23	24	15	21	25	25	22	24	25	23	24	19	18	19	25	
MEAN	4.00	4.35	4.46	4.40	3.76	4.44	4.52	4.50	3.96	4.44	4.57	4.71	4.21	4.28	4.32		4.32694
MGMT.TEAM																	
N	22	25	28	22	17	27	27	20	25	27	27	28	22	19	22	30	
MEAN	3.82	3.56	3.96	3.32	3.47	4.22	4.19	4.05	3.64	4.15	3.81	4.14	3.77	3.74	3.64		3.83203
SUPPORT S																	
N	30	28	28	22	21	22	21	18	18	19	18	21	14	13	15	38	
MEAN	4.00	4.07	4.21	3.86	4.10	4.18	4.10	4.00	3.67	3.79	3.67	3.86	4.00	3.92	3.27		3.91276
TOTAL																	
N	77	76	80	59	59	74	73	60	67	71	68	73	55	50	56	93	
MEAN	3.95	3.99	4.20	3.80	3.80	4.28	4.27	4.20	3.76	4.15	4.03	4.25	3.98	3.98	3.77		4.02718

HCC OFFICE OF INSTITUTIONAL RESEARCH
MAY 1985

N = NUMBER RESPONDING TO ITEM
M = NOT APPLICABLE OR MISSING

BEST COPY AVAILABLE

HCC STAFF SERVICES EVALUATION
SPRING 1985
PART I.I.F. - FACULTY DEVELOPMENT

JOB CATEGORY	IIF85 PROGRAM FACULTY QUALITY	IIF86 CENTER UTILITY	IIF87 MATERIAL UTILITY	IIF88 SUMMER GRANTS	IIF89 EFFECTIVE STUDENT EVAL PROCESSING	NUMBER OF CASES	OVERALL MEAN
FACULTY							
N	24	21	21	22	22	25	
MEAN	3.42	2.90	3.10	3.18	3.27		3.17424
MGMT.TEAM							
N	8	10	6	6	10	30	
MEAN	3.38	3.00	3.00	3.17	3.40		3.18833
SUPPORT STAFF							
N	8	8	5	5	4	38	
MEAN	3.75	2.88	3.20	3.60	3.50		3.38500
TOTAL							
N	40	39	32	33	36	93	
MEAN	3.48	2.92	3.09	3.24	3.33		3.21352

HCC OFFICE OF INSTITUTIONAL RESEARCH
MAY 1985

N = NUMBER RESPONDING TO ITEM
M = NOT APPLICABLE OR MISSING

BEST COPY AVAILABLE

HCC STAFF SERVICES EVALUATION
SPRING 1985
PART I.I.I.A. - DEAN OF ADMINISTRATION

JOB CATEGORY	IIIA01 AWARE EDUC TRENDS	IIIA02 SUPPORT STAFF PROGRAM DEVPT	IIIA03 SOUND FISCAL MGMT RESOURCES	IIIA04 ADDRESSES BUDGETARY MATTERS	IIIA05 EFFECTIVE LEADERSHIP	IIA06 RESPONDS TO OTHERS	IIIA07 ANALYZES PROBLEMS ISSUES	IIIA08 POSITIVE INSTITUT REPRES	NUMBER OF CASES	OVERALL MEAN
FACULTY										
N	8	10	13	9	12	11	12	14	25	
MEAN	3.00	3.00	3.38	2.89	3.00	3.36	3.17	3.71		3.18976
MGMT.TEAM										
N	20	22	29	28	28	28	28	28	30	
MEAN	3.45	3.41	3.83	3.68	3.71	3.29	3.75	4.07		3.64833
SUPPORT STAFF										
N	19	21	18	18	21	20	18	20	38	
MEAN	3.63	3.43	3.67	3.61	3.71	3.40	3.56	4.05		3.63222
TOTAL										
N	47	53	60	55	61	59	58	62	93	
MEAN	3.45	3.34	3.68	3.53	3.57	3.34	3.57	3.98		3.55783

HCC OFFICE OF INSTITUTIONAL RESEARCH
MAY 1985

N = NUMBER RESPONDING TO ITEM
M = NOT APPLICABLE OR MISSING

BEST COPY AVAILABLE

HCC STAFF SERVICES EVALUATION
SPRING 1985
PART I.I.I.B. - GENERAL SERVICES

JOB CATEGORY	IIIB100 FACILITIES MAINT	IIIB101 GROUND MAINT	IIIB102 PRINT SHOP SERVICES	IIIB103 PURCHASING SERVICES	NUMBER OF CASES	OVERALL MEAN
FACULTY						
N	25	25	25	21	25	
MEAN	3.12	3.72	4.52	3.90		3.81619
MGMT.TEAM						
N	30	29	30	29	30	
MEAN	3.77	4.17	4.50	3.45		3.97184
SUPPORT STAFF						
N	36	36	32	32	38	
MEAN	3.69	4.25	4.72	4.06		4.18142
TOTAL						
N	91	90	87	82	93	
MEAN	3.56	4.08	4.59	3.80		4.00733

HCC OFFICE OF INSTITUTIONAL RESEARCH
MAY 1985

N = NUMBER RESPONDING TO ITEM
M = NOT APPLICABLE OR MISSING

BEST COPY AVAILABLE

HCC STAFF SERVICES EVALUATION
SPRING 1985
PART I.I.I.C. - PERSONNEL

JOB CATEGORY	IIIC105 SUPPORT STAFF EVAL SYS	IIIC106 EMP BENEFITS ADMINS	IIIC107 FILL VACANT POSITIONS	IIIC108 ASST POLICIES & PROCEDURES	NUMBER OF CASES	OVERALL MEAN
FACULTY						
N	5	23	16	20	25	
MEAN	1.80	3.65	3.37	3.10		2.98179
MGMT.TEAM						
N	30	30	30	30	30	
MEAN	3.13	3.67	3.00	3.03		3.20833
SUPPORT STAFF						
N	34	38	28	33	38	
MEAN	3.06	4.21	2.89	3.06		3.30570
TOTAL						
N	69	91	74	83	93	
MEAN	3.00	3.89	3.04	3.06		3.24772

HCC OFFICE OF INSTITUTIONAL RESEARCH
MAY 1985

N = NUMBER RESPONDING TO ITEM
M = NOT APPLICABLE OR MISSING

BEST COPY AVAILABLE

HCC STAFF SERVICES EVALUATION
SPRING 1985
PART I.I.I.D. - COMPUTER CENTER

JOB CATEGORY	IIID110 PROMPT ASSISTANCE	IIID111 ASSIST USER PROGRAM DEVPT	IIID112 DESIGN INFO SYSTEMS	IIID113 SYSTEM SECURITY	IIID114 DATA LOSS PREVENTION	NUMBER OF CASES	OVERALL MEAN
FACULTY							
N	10	8	6	7	5	25	
MEAN	3.60	3.25	3.17	3.57	3.60		3.43762
MGMT.TEAM							
N	24	25	18	20	17	30	
MEAN	4.21	3.96	3.44	3.75	3.88		3.84903
SUPPORT STAFF							
N	18	17	11	14	13	38	
MEAN	4.17	4.29	4.09	4.29	3.92		4.15210
TOTAL							
N	52	50	35	41	35	93	
MEAN	4.08	3.96	3.80	3.90	3.86		3.87930

HCC OFFICE OF INSTITUTIONAL RESEARCH
MAY 1985

N = NUMBER RESPONDING TO ITEM
M = NOT APPLICABLE OR MISSING

BEST COPY AVAILABLE

HCC STAFF SERVICES EVALUATION
SPRING 1985
PART I.I.I.E. - BUSINESS SERVICES

JOB CATEGORY	IIIE116 CHECK PROCESS	IIIE117 PAYROLL	IIIE118 COST REPORTS	IIIE119 ASSIST STAFF BUDGET ISSUES	NUMBER OF CASES	OVERALL MEAN
FACULTY						
N	23	25	9	10	25	
MEAN	4.13	4.24	3.33	3.50		3.80094
MGMT.TEAM						
N	30	30	30	29	30	
MEAN	3.90	4.20	3.73	3.69		3.88075
SUPPORT STAFF						
N	32	34	22	21	38	
MEAN	4.28	4.38	3.95	3.86		4.11882
TOTAL						
N	85	89	61	60	93	
MEAN	4.11	4.28	3.75	3.72		3.96439

HCC OFFICE OF INSTITUTIONAL RESEARCH
MAY 1985

N = NUMBER RESPONDING TO ITEM
M = NOT APPLICABLE OR MISSING

BEST COPY AVAILABLE

HCC STAFF SERVICES EVALUATION
SPRING 1985
PART I.I.I.F. - AUXILIARY SERVICES

JOB CATEGORY	IIIF12 BOOK STORE	IIIF122 CAFETERIA	IIIF123 VENDING SERVICES	NUMBER OF CASES	OVERALL MEAN
FACULTY					
N	24	22	21	25	
MEAN	4.67	3.27	3.10		3.67821
MGMT.TEAM					
N	30	29	28	30	
MEAN	4.43	3.38	3.07		3.62802
SUPPORT STAFF					
N	33	37	37	38	
MEAN	4.27	3.24	2.92		3.47830
TOTAL					
N	87	88	86	93	
MEAN	4.44	3.30	3.01		3.58129

HCC OFFICE OF INSTITUTIONAL RESEARCH
MAY 1985

N = NUMBER RESPONDING TO ITEM
M = NOT APPLICABLE OR MISSING

BEST COPY AVAILABLE

HCC STAFF SERVICES EVALUATION
SPRING 1985
PART I.V.A. - DEAN OF STUDENTS OFFICE

JOB CATEGORY	IVA125 AWARE EDUC TRENDS	IVA126 SUPPORT PROGRAM STAFF DEVPT	IVA127 SOUND FISCAL MGMT	IVA128 STUDENT RECRUIT & RETAIN	IVA129 COMMUNIC HCC POSITION TO STAFF	IVA130 ACCESS IBILITY	IVA131 PARTIC IPATIVE DECISION MAKING	IVA132 ISSUE CONFRON TATION	IVA133 COLLEGE REPRESEN TATION	NUMBER OF CASES	OVERALL MEAN
FACULTY											
N	13	11	8	13	14	13	10	11	15	25	
MEAN	2.92	3.00	2.75	2.38	2.57	2.62	2.70	2.55	3.13		2.73592
MGMT.TEAM											
N	22	24	25	25	25	25	23	21	25	30	
MEAN	4.05	3.88	3.32	3.48	3.52	3.68	3.65	3.29	4.16		3.66870
SUPPORT STAFF											
N	17	18	12	18	22	18	15	14	19	38	
MEAN	3.65	3.61	3.08	3.11	3.50	3.39	3.13	3.43	4.05		3.43956
TOTAL											
N	52	53	45	56	61	56	48	46	59	93	
MEAN	3.63	3.60	3.16	3.11	3.30	3.34	3.29	3.15	3.86		3.38283

HCC OFFICE OF INSTITUTIONAL RESEARCH
MAY 1985

N = NUMBER RESPONDING TO ITEM
M = NOT APPLICABLE OR MISSING

BEST COPY AVAILABLE

HCC STAFF SERVICES EVALUATION
SPRING 1985
PART I.V.B. - ADMISSIONS

JOB CATEGORY	IVB135 ADMISS COMMUNICA	IVB136 ADMISS COUNSELING	IVB137 H. S. DISTRIBUTION	NUMBER OF CASES	OVERALL MEAN
FACULTY					
N	19	18	9	25	
MEAN	3.21	3.00	3.00		3.07018
MGMT. TEAM					
N	20	17	13	30	
MEAN	3.15	3.53	3.69		3.45724
SUPPORT STAFF					
N	25	21	13	38	
MEAN	3.36	3.33	3.38		3.35932
TOTAL					
N	64	54	35	93	
MEAN	3.25	3.30	3.40		3.31543

HCC OFFICE OF INSTITUTIONAL RESEARCH
MAY 1984

N = NUMBER RESPONDING TO ITEM
M = NOT APPLICABLE OR MISSING

BEST COPY AVAILABLE

HCC STAFF SERVICES EVALUATION
SPRING 1985
PART I.V.C. - RECORDS

JOB CATEGORY	IVC139 REGISTR PROCEDURES	IVC140 RECORD MAINT	NUMBER OF CASES	OVERALL MEAN
FACULTY				
N	22	23	25	
MEAN	3.41	3.52		3.46542
MGMT.TEAM				
N	24	23	30	
MEAN	3.50	3.61		3.55435
SUPPORT STAFF				
N	25	24	38	
MEAN	3.56	3.29		3.42583
TOTAL				
N	71	70	93	
MEAN	3.49	3.47		3.48219

HCC OFFICE OF INSTITUTIONAL RESEARCH
MAY 1985

N = NUMBER RESPONDING TO ITEM
M = NOT APPLICABLE OR MISSING

BEST COPY AVAILABLE

HCC STAFF SERVICES EVALUATION
SPRING 1985
PART I.V.D. - COUNSELING

JOB CATEGORY	IVD142 ADVISING QUALITY	IVD143 EFFORTS W TRANSF. INSTITUS	IVD144 JOB PLACEMEN	IVD145 CAREER DEVLPT	IVD146 PERSONAL COUNSELING	IVD147 LEARNING IMPROVEMEN	IVD148 COURSE HUMAN DEVPT	NUMBER OF CASES	OVERALL MEAN
FACULTY									
N	21	17	12	17	18	17	18	25	
MEAN	3.24	3.71	3.00	3.88	3.89	3.41	3.56		3.52707
MGMT.TEAM									
N	15	16	14	17	15	11	14	30	
MEAN	3.60	3.44	3.21	3.82	4.00	3.18	3.79		3.57755
SUPPORT STAFF									
N	17	11	13	15	13	13	16	38	
MEAN	3.94	3.73	3.62	3.87	4.23	3.77	4.13		3.89650
TOTAL									
N	53	44	39	49	46	41	48	93	
MEAN	3.57	3.61	3.28	3.86	4.02	3.46	3.83		3.86144

HCC OFFICE OF INSTITUTIONAL RESEARCH
MAY 1985

N = NUMBER RESPONDING TO ITEM
M = NOT APPLICABLE OR MISSING

BEST COPY AVAILABLE

HCC STAFF SERVICES EVALUATION
SPRING 1985
PART I.V.E. - AID & VET AFFAIRS

JOB CATEGORY	IVE150 AID INFO	IVE15 AID SERVI	IVE152 SERVICES COORDINA	NUMBER OF CASES	OVERALL MEAN
FACULTY					
N	18	11	11	25	
MEAN	3.19	3.18	3.00		3.12311
MGMT.TEAM					
N	18	13	23	30	
MEAN	3.11	3.77	2.87		3.24997
SUPPORT STAFF					
N	15	11	15	38	
MEAN	2.80	2.64	2.93		2.78990
TOTAL					
N	49	35	49	93	
MEAN	3.04	3.23	2.92		3.06259

HCC OFFICE OF INSTITUTIONAL RESEARCH
MAY 1985

N = NUMBER RESPONDING TO ITEM
M = NOT APPLICABLE OR MISSING

BEST COPY AVAILABLE

HCC STAFF SERVICES EVALUATION
SPRING 1985
PART I.V.F.- STUDENT ACTIVITIES

JOB CATEGORY	IVF154 INFORM	IVF155 PROGRA QUALIT	IVF156 PROGRA COORDI	IVF157 STUDENT GOVERNME	NUMBER OF CASES	OVERALL MEAN
FACULTY						
N	21	19	11	17	25	
MEAN	3.38	2.74	2.45	2.65		2.80485
MGMT.TEAM						
N	28	27	21	25	30	
MEAN	3.32	3.19	2.71	3.36		3.14522
SUPPORT STAFF						
N	30	27	15	17	38	
MEAN	3.70	3.26	3.07	3.06		3.27119
TOTAL						
N	79	73	47	59	93	
MEAN	3.48	3.10	2.77	3.07		3.10266

HCC OFFICE OF INSTITUTIONAL RESEARCH
MAY 1985

N = NUMBER RESPONDING TO ITEM
M = NOT APPLICABLE OR MISSING

BEST COPY AVAILABLE

HCC STAFF SERVICES EVALUATION
SPRING 1985
PART I.V.G. - SECURITY SERVICES

JOB CATEGORY	IVG150 FORCE SUPERV	IVG160 FORCES PERFOR	IVG16 SECUR APPEA	IVG16 RESPO RATIN	NUMBER OF CASES	OVERALL MEAN
FACULTY						
N	15	23	22	9	25	
MEAN	3.40	3.00	3.50	3.33		3.30833
MGMT.TEAM						
N	28	30	30	22	30	
MEAN	3.46	3.20	3.40	3.32		3.34493
SUPPORT STAFF						
N	31	34	33	12	38	
MEAN	3.23	3.15	3.55	3.08		3.25041
TOTAL						
N	72	87	85	43	93	
MEAN	3.35	3.13	3.48	3.26		3.30298

HCC OFFICE OF INSTITUTIONAL RESEARCH
MAY 1985

N = NUMBER RESPONDING TO ITEM
M = NOT APPLICABLE OR MISSING

BEST COPY AVAILABLE

HCC STAFF SERVICES EVALUATION
SPRING 1985
PART I.V.H. - ATHLETICS & PHYSICAL EDUCATION

JOB CATEGORY	IVH164 ATHLET PROGRA	IVH165 FACILI ACCESS	IVH166 PACE	IVH167 STAFF FITNES	NUMBER OF CASES	OVERALL MEAN
FACULTY						
N	14	17	9	12	25	
MEAN	2.79	3.24	4.11	3.58		3.42886
MGMT.TEAM						
N	16	28	19	25	30	
MEAN	3.06	3.79	4.42	3.96		3.80732
SUPPORT STAFF						
N	16	28	21	24	38	
MEAN	3.81	4.04	4.43	4.21		4.12128
TOTAL						
N	46	73	49	61	93	
MEAN	3.24	3.75	4.37	3.98		3.83588

HCC OFFICE OF INSTITUTIONAL RESEARCH
MAY 1985

N = NUMBER RESPONDING TO ITEM
M = NOT APPLICABLE OR MISSING

BEST COPY AVAILABLE

HCC STAFF SERVICES EVALUATION
SPRING 1985
PART I.V.I. CAMPUS RECREATION

JOB CATEGORY	IVI169 INTRAM	IVI170 SUMMER CAMPS	IVI171 EXCURS	IVI172 CO-SPON CO-CUR ACTIV	NUMBER OF CASES	OVERALL MEAN
FACULTY						
N	11	5	3	9	25	
MEAN	2.91	3.80	3.00	3.33		3.28081
MGMT.TEAM						
N	11	12	10	13	30	
MEAN	3.27	3.42	3.80	3.46		3.48773
SUPPORT STAFF						
N	8	8	7	5	38	
MEAN	3.50	3.50	3.43	3.20		3.40714
TOTAL						
N	30	25	20	27	93	
MEAN	3.20	3.52	3.55	3.37		3.41009

HCC OFFICE OF INSTITUTIONAL RESEARCH
MAY 1985

BEST COPY AVAILABLE

N = NUMBER RESPONDING TO ITEM
M = NOT APPLICABLE OR MISSING

HCC STAFF SERVICES EVALUATION
SPRING 1985
PART IV.J. - SPECIAL SERVICES

JOB CATEGORY	IVJ174 TUTOR	IVJ175 HANDICAP	IVJ176 WORKSHOP	IVJ177 TESTING	NUMBER OF CASES	OVERALL MEAN
FACULTY						
N	23	16	17	23	25	
MEAN	3.39	3.88	3.47	4.17		3.72770
MGMT.TEAM						
N	14	16	12	17	30	
MEAN	4.14	4.38	3.92	4.00		4.10863
SUPPORT STAFF						
N	10	14	13	15	38	
MEAN	4.20	4.21	3.92	4.07		4.10101
TOTAL						
N	47	46	42	55	93	
MEAN	3.79	4.15	3.74	4.09		3.94210

HCC OFFICE OF INSTITUTIONAL RESEARCH
MAY 1985

N = NUMBER RESPONDING TO ITEM
M = NOT APPLICABLE OR MISSING

BEST COPY AVAILABLE

HCC STAFF SERVICES EVALUATION
SPRING 1985
PART I.V.K. - OTHER

JOB CATEGORY	IVK179 INDIVIDUAL RENEWALS	NUMBER OF CASES	OVERALL MEAN
FACULTY			
N	12	25	
MEAN	3.58		3.58333
MGMT.TEAM			
N	21	30	
MEAN	4.00		4.00000
SUPPORT STAFF			
N	18	38	
MEAN	3.78		3.77778
TOTAL			
N	51	93	
MEAN	3.82		3.82353

HCC OFFICE OF INSTITUTIONAL RESEARCH
MAY 1985

N = NUMBER RESPONDING TO ITEM
M = NOT APPLICABLE OR MISSING

BEST COPY AVAILABLE

PART THREE

FREQUENCIES OF RESPONSES ON ALL ITEMS

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 2
FREQUENCY OF RESPONSE FOR EACH ITEM

JOB JOB CATEGORY

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
FACULTY	1	25	26.9
MGMT.TEAM	2	30	32.3
SUPPORT STAFF	3	38	40.9
	TOTAL	93	100.0

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 3
FREQUENCY OF RESPONSE FOR EACH ITEM

JOB JOB CATEGORY

```
CODE
     I
   1 ************************* (   25)
     I FACULTY
     I
   2 ****************************** (   30)
     I MGMT.TEAM
     I
   3 ************************************ (   38)
     I SUPPORT STAFF
     I
     I.........I.........I.........I.........I.........I
     0        10        20        30        40        50
     FREQUENCY
```

MEAN 2.140 MEDIAN 2.217

VALID CASES 93 MISSING CASES 0

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 4
FREQUENCY OF RESPONSE FOR EACH ITEM

IR1 PRESIDENT 1. AWARENESS EDUC. TRENDS

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	2	3	4.2
SATISFACTORY	3	23	32.4
GOOD	4	32	45.9
EXCELLENT	5	13	18.3
OUT OF RANGE		22	MISSING
	TOTAL	93	100.0

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 5
FREQUENCY OF RESPONSE FOR EACH ITEM

IR1 PRESIDENT 1. AWARENESS EDUC. TRENDS

```
CODE
     I
   2 **** (    3)
     I POOR
     I
   3 ************************ (   23)
     I SATISFACTORY
     I
   4 ********************************** (   32)
     I GOOD
     I
   5 ************** (   13)
     I EXCELLENT
     I
     I.........I.........I.........I.........I.........I
     0        10        20        30        40        50
     FREQUENCY
```

MEAN 3.775 MEDIAN 3.797

VALID CASES 71 MISSING CASES 22

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 6
FREQUENCY OF RESPONSE FOR EACH ITEM

IR2 PRESIDENT 2. SUPPORTS ACADEMIC FREEDOM

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	2	3.3
FAIR	2	3	4.9
SATISFACTORY	3	23	37.7
GOOD	4	22	36.1
EXCELLENT	5	11	18.0
OUT OF RANGE		32	MISSING
	TOTAL	93	100.0

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 7
FREQUENCY OF RESPONSE FOR EACH ITEM

IR2 PRESIDENT 2. SUPPORTS ACADEMIC FREEDOM

```
CODE
     I
   1 *** (    2)
     I POOR
     I
   2 **** (    3)
     I FAIR
     I
   3 ************************ (   23)
     I SATISFACTORY
     I
   4 ************************ (   22)
     I GOOD
     I
   5 ************ (   11)
     I EXCELLENT
     I
     I.........I.........I.........I.........I.........I
     0        10        20        30        40        50
     FREQUENCY
```

MEAN 3.607 MEDIAN 3.614

VALID CASES 61 MISSING CASES 32

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 8
FREQUENCY OF RESPONSE FOR EACH ITEM

IR3 PRESIDENT 3. INITIATIVE

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	5	7.1
FAIR	2	8	11.4
SATISFACTORY	3	27	38.6
GOOD	4	21	30.0
EXCELLENT	5	9	12.9
OUT OF RANGE		23	MISSING
	TOTAL	93	100.0

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 9
FREQUENCY OF RESPONSE FOR EACH ITEM

IR3 PRESIDENT 3. INITIATIVE

```
CODE
     I
   1 ****** (    5)
     I POOR
     I
   2 ********* (    8)
     I FAIR
     I
   3 ******************************* (   27)
     I SATISFACTORY
     I
   4 ************************ (   21)
     I GOOD
     I
   5 ********** (    9)
     I EXCELLENT
     I
     I.........I.........I.........I.........I.........I
     0        10        20        30        40        50
     FREQUENCY
```

MEAN 3.300 MEDIAN 3.315

VALID CASES 70 MISSING CASES 23

BEST COPY AVAILABLE

IA4 PRESIDENT 4. SOUND FISCAL MANAGEMENT

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	13	18.1
FAIR	2	20	27.8
SATISFACTORY	3	20	27.8
GOOD	4	13	18.1
EXCELLENT	5	6	8.3
OUT OF RANGE		21	MISSING
	TOTAL	93	100.0

IA4 PRESIDENT 4. SOUND FISCAL MANAGEMENT

CODE

1 I POOR ********** (13)

2 I FAIR ********** (20)

3 I SATISFACTORY ********** (20)

4 I GOOD ********** (13)

5 I EXCELLENT ***** (6)

I.....I.....I.....I.....I.....I
0 4 8 12 16 20
FREQUENCY

MEAN 2.708 MEDIAN 2.650

VALID CASES 72 MISSING CASES 21

IA5 PRESIDENT 5. PROMOTE UNDERSTAND FINANCE

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	6	8.1
FAIR	2	19	25.7
SATISFACTORY	3	28	37.8
GOOD	4	9	12.2
EXCELLENT	5	12	16.2
OUT OF RANGE		19	MISSING
	TOTAL	93	100.0

IA5 PRESIDENT 5. PROMOTE UNDERSTAND FINANCE

CODE

1 I POOR ******* (6)

2 I FAIR ********** (19)

3 I SATISFACTORY ********** (28)

4 I GOOD ********** (9)

5 I EXCELLENT ********** (12)

I.....I.....I.....I.....I.....I
0 10 20 30 40 50
FREQUENCY

MEAN 3.027 MEDIAN 2.929

VALID CASES 74 MISSING CASES 19

IA6 PRESIDENT 6. COMMUNICATION W COLLEGE

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	7	8.5
FAIR	2	14	17.1
SATISFACTORY	3	31	37.8
GOOD	4	18	22.0
EXCELLENT	5	12	14.6
OUT OF RANGE		11	MISSING
	TOTAL	93	100.0

IA6 PRESIDENT 6. COMMUNICATION W COLLEGE

CODE

1 I POOR ******** (7)

2 I FAIR ********** (14)

3 I SATISFACTORY ********** (31)

4 I GOOD ********** (18)

5 I EXCELLENT ********** (12)

I.....I.....I.....I.....I.....I
0 10 20 30 40 50
FREQUENCY

MEAN 3.171 MEDIAN 3.145

VALID CASES 82 MISSING CASES 11

IA7 PRESIDENT 7. ACCESSIBILITY

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	19	24.4
FAIR	2	19	24.4
SATISFACTORY	3	18	23.1
GOOD	4	16	20.5
EXCELLENT	5	6	7.7
OUT OF RANGE		15	MISSING
	TOTAL	93	100.0

IA7 PRESIDENT 7. ACCESSIBILITY

CODE

1 I POOR ********** (19)

2 I FAIR ********** (19)

3 I SATISFACTORY ********** (18)

4 I GOOD ********** (16)

5 I EXCELLENT ***** (6)

I.....I.....I.....I.....I.....I
0 4 8 12 16 20
FREQUENCY

MEAN 2.628 MEDIAN 2.564

VALID CASES 78 MISSING CASES 15

BEST COPY AVAILABLE

N.C.C. - SERVICES EVALUATION SPRING 1986 PAGE 18
FREQUENCY OF RESPONSE FOR EACH ITEM

IR8 PRESIDENT 8. PARTICIPATORY DECISIONS

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	21	28.4
FAIR	2	18	24.3
SATISFACTORY	3	17	23.0
GOOD	4	11	14.9
EXCELLENT	5	7	9.5
OUT OF RANGE		19	MISSING
	TOTAL	93	100.0

N.C.C. - SERVICES EVALUATION SPRING 1986 PAGE 19
FREQUENCY OF RESPONSE FOR EACH ITEM

IR8 PRESIDENT 8. PARTICIPATORY DECISIONS

CODE
1 ********** (21)
I POOR
2 ********** (18)
I FAIR
3 ********** (17)
I SATISFACTORY
4 ********** (11)
I GOOD
5 ******** (7)
I EXCELLENT
I.....I.....I.....I.....I.....I
0 10 20 30 40 50
FREQUENCY

MEAN 2.527 MEDIAN 2.389

VALID CASES 74 MISSING CASES 19

N.C.C. - SERVICES EVALUATION SPRING 1986 PAGE 20
FREQUENCY OF RESPONSE FOR EACH ITEM

IR9 PRESIDENT 9. IDENTIFY PROBLEMS AND ISSUE

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	5	7.5
FAIR	2	12	17.9
SATISFACTORY	3	21	31.3
GOOD	4	19	28.4
EXCELLENT	5	10	14.9
OUT OF RANGE		26	MISSING
	TOTAL	93	100.0

N.C.C. - SERVICES EVALUATION SPRING 1986 PAGE 21
FREQUENCY OF RESPONSE FOR EACH ITEM

IR9 PRESIDENT 9. IDENTIFY PROBLEMS AND ISSUE

CODE
1 ****** (5)
I POOR
2 ********** (12)
I FAIR
3 ********** (21)
I SATISFACTORY
4 ********** (19)
I GOOD
5 ********** (10)
I EXCELLENT
I.....I.....I.....I.....I.....I
0 10 20 30 40 50
FREQUENCY

MEAN 3.254 MEDIAN 3.286

VALID CASES 67 MISSING CASES 26

N.C.C. - SERVICES EVALUATION SPRING 1986 PAGE 22
FREQUENCY OF RESPONSE FOR EACH ITEM

IR10 PRESIDENT 10. REPRESENTATION OF MCC

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	2	2.5
FAIR	2	5	6.2
SATISFACTORY	3	13	16.0
GOOD	4	26	32.1
EXCELLENT	5	35	43.2
OUT OF RANGE		12	MISSING
	TOTAL	93	100.0

N.C.C. - SERVICES EVALUATION SPRING 1986 PAGE 23
FREQUENCY OF RESPONSE FOR EACH ITEM

IR10 PRESIDENT 10. REPRESENTATION OF MCC

CODE
1 *** (2)
I POOR
2 ****** (5)
I FAIR
3 ********** (13)
I SATISFACTORY
4 ********** (26)
I GOOD
5 ********** (35)
I EXCELLENT
I.....I.....I.....I.....I.....I
0 10 20 30 40 50
FREQUENCY

MEAN 4.074 MEDIAN 4.288

VALID CASES 81 MISSING CASES 12

N.C.C. - SERVICES EVALUATION SPRING 1986 PAGE 24
FREQUENCY OF RESPONSE FOR EACH ITEM

IR11 PRESIDENT 11. WORK WITH COLLEGE COUNCIL

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	1	2.0
FAIR	2	4	8.0
SATISFACTORY	3	18	36.0
GOOD	4	17	34.0
EXCELLENT	5	10	20.0
OUT OF RANGE		43	MISSING
	TOTAL	93	100.0

N.C.C. - SERVICES EVALUATION SPRING 1986 PAGE 25
FREQUENCY OF RESPONSE FOR EACH ITEM

IR11 PRESIDENT 11. WORK WITH COLLEGE COUNCIL

CODE
1 **** (1)
I POOR
2 ********** (4)
I FAIR
3 ********** (18)
I SATISFACTORY
4 ********** (17)
I GOOD
5 ********** (10)
I EXCELLENT
I.....I.....I.....I.....I.....I
0 4 8 12 16 20
FREQUENCY

MEAN 3.620 MEDIAN 3.618

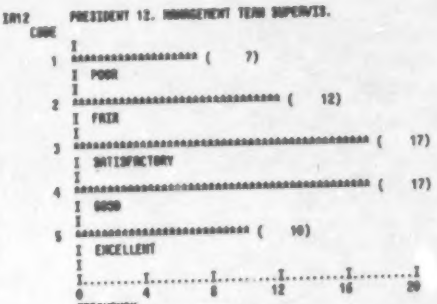
VALID CASES 50 MISSING CASES 43

BEST COPY AVAILABLE

IB12 PRESIDENT 12. MANAGEMENT TEAM SUPERVIS.

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	7	11.1
FAIR	2	12	19.0
SATISFACTORY	3	17	27.0
GOOD	4	17	27.0
EXCELLENT	5	10	15.9
OUT OF RANGE		30	MISSING
	TOTAL	93	100.0

IB12 PRESIDENT 12. MANAGEMENT TEAM SUPERVIS.



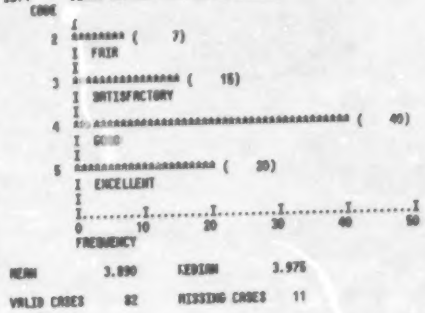
MEAN 3.175 MEDIAN 3.235

VALID CASES 63 MISSING CASES 30

IB14 DEANS OFFICE 14. RESPONSIVENESS

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
FAIR	2	7	8.5
SATISFACTORY	3	15	18.3
GOOD	4	40	48.8
EXCELLENT	5	20	24.4
OUT OF RANGE		11	MISSING
	TOTAL	93	100.0

IB14 DEANS OFFICE 14. RESPONSIVENESS



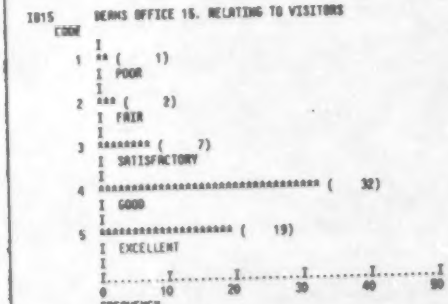
MEAN 3.890 MEDIAN 3.975

VALID CASES 82 MISSING CASES 11

IB15 DEANS OFFICE 15. RELATING TO VISITORS

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	1	1.6
FAIR	2	2	3.3
SATISFACTORY	3	7	11.5
GOOD	4	32	52.5
EXCELLENT	5	19	31.1
OUT OF RANGE		32	MISSING
	TOTAL	93	100.0

IB15 DEANS OFFICE 15. RELATING TO VISITORS



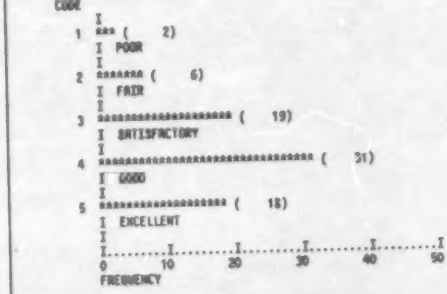
MEAN 4.082 MEDIAN 4.141

VALID CASES 61 MISSING CASES 32

IB16 DEANS OFFICE 16. SCHEDULING APPOINTMENTS

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	2	2.6
FAIR	2	6	7.9
SATISFACTORY	3	19	25.0
GOOD	4	31	40.8
EXCELLENT	5	18	23.7
OUT OF RANGE		17	MISSING
	TOTAL	93	100.0

IB16 DEANS OFFICE 16. SCHEDULING APPOINTMENTS



MEAN 3.750 MEDIAN 3.856

VALID CASES 76 MISSING CASES 17

BEST COPY AVAILABLE

N.C.C. - SERVICES EVALUATION SPRING 1986 PAGE 34
FREQUENCY OF RESPONSE FOR EACH ITEM

ID17 DEANS OFFICE 17. COORDINATION

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	1	1.7
FAIR	2	5	8.5
SATISFACTORY	3	17	28.8
GOOD	4	22	37.3
EXCELLENT	5	14	23.7
OUT OF RANGE		34	MISSING
	TOTAL	93	100.0

N.C.C. - SERVICES EVALUATION SPRING 1986 PAGE 35
FREQUENCY OF RESPONSE FOR EACH ITEM

ID17 DEANS OFFICE 17. COORDINATION

CODE

1 ** (1)
I POOR

2 ***** (5)
I FAIR

3 ***************** 17)
I SATISFACTORY

4 ********************** (22)
I GOOD

5 ************** (14)
I EXCELLENT

I.....I.....I.....I.....I.....I
0 10 20 30 40 50
FREQUENCY

MEAN 3.729 MEDIAN 3.796

VALID CASES 59 MISSING CASES 34

N.C.C. - SERVICES EVALUATION SPRING 1986 PAGE 36
FREQUENCY OF RESPONSE FOR EACH ITEM

IC19 I.R. 19. EXTERNAL REPORTING

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	1	2.8
FAIR	2	4	11.1
SATISFACTORY	3	15	41.7
GOOD	4	9	25.0
EXCELLENT	5	7	19.4
OUT OF RANGE		57	MISSING
	TOTAL	93	100.0

N.C.C. - SERVICES EVALUATION SPRING 1986 PAGE 37
FREQUENCY OF RESPONSE FOR EACH ITEM

IC19 I.R. 19. EXTERNAL REPORTING

CODE

1 **** (1)
I POOR

2 ********** (4)
I FAIR

3 ************************************** (15)
I SATISFACTORY

4 ********** ********** (9)
I GOOD

5 ********** ****** (7)
I EXCELLENT

I.....I.....I.....I.....I.....I
0 4 8 12 16 20
FREQUENCY

MEAN 3.472 MEDIAN 3.367

VALID CASES 36 MISSING CASES 57

N.C.C. - SERVICES EVALUATION SPRING 1986 PAGE 38
FREQUENCY OF RESPONSE FOR EACH ITEM

IC20 I.R. 20. RESEARCH PROJECTS

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	1	2.3
FAIR	2	2	4.7
SATISFACTORY	3	12	27.9
GOOD	4	17	39.5
EXCELLENT	5	11	25.6
OUT OF RANGE		50	MISSING
	TOTAL	93	100.0

N.C.C. - SERVICES EVALUATION SPRING 1986 PAGE 39
FREQUENCY OF RESPONSE FOR EACH ITEM

IC20 I.R. 20. RESEARCH PROJECTS

CODE

1 **** (1)
I POOR

2 ****** (2)
I FAIR

3 ********************************** (12)
I SATISFACTORY

4 ** (17)
I GOOD

5 ********************************** (11)
I EXCELLENT

I.....I.....I.....I.....I.....I
0 4 8 12 16 20
FREQUENCY

MEAN 3.814 MEDIAN 3.982

VALID CASES 43 MISSING CASES 50

N.C.C. - SERVICES EVALUATION SPRING 1986 PAGE 40
FREQUENCY OF RESPONSE FOR EACH ITEM

IC21 I.R. 21. ROUTINE REPORTS

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
FAIR	2	1	1.7
SATISFACTORY	3	17	29.3
GOOD	4	25	43.1
EXCELLENT	5	15	25.9
OUT OF RANGE		35	MISSING
	TOTAL	93	100.0

N.C.C. - SERVICES EVALUATION SPRING 1986 PAGE 41
FREQUENCY OF RESPONSE FOR EACH ITEM

IC21 I.R. 21. ROUTINE REPORTS

CODE

2 ** (1)
I FAIR

3 ***************** (17)
I SATISFACTORY

4 ************************** (25)
I GOOD

5 ************** (15)
I EXCELLENT

I.....I.....I.....I.....I.....I
0 10 20 30 40 50
FREQUENCY

MEAN 3.931 MEDIAN 3.940

VALID CASES 58 MISSING CASES 35

BEST COPY AVAILABLE

IC22 I.R. 22. RESEARCH ASSISTANCE

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	3	5.6
FAIR	2	16	29.6
SATISFACTORY	3	18	33.3
GOOD	4	13	24.1
EXCELLENT	5	4	7.4
OUT OF RANGE		39	MISSING
	TOTAL	93	100.0

IC22 I.R. 22. RESEARCH ASSISTANCE

CODE

1 ********* (3)
I POOR
2 ** (16)
I FAIR
3 ** (18)
I SATISFACTORY
4 ********************************** (13)
I GOOD
5 ********** (4)
I EXCELLENT
I.....I.....I.....I.....I.....I
0 4 8 12 16 20
FREQUENCY

MEAN 2.981 MEDIAN 2.944

VALID CASES 54 MISSING CASES 39

IC23 I.R. 23. FINANCIAL PLAN MODEL ETC

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	3	8.1
FAIR	2	3	8.1
SATISFACTORY	3	15	40.5
GOOD	4	12	32.4
EXCELLENT	5	4	10.8
OUT OF RANGE		56	MISSING
	TOTAL	93	100.0

IC23 I.R. 23. FINANCIAL PLAN MODEL ETC

CODE

1 ********* (3)
I POOR
2 ********* (3)
I FAIR
3 *** (15)
I SATISFACTORY
4 ********************************** (12)
I GOOD
5 ********** (4)
I EXCELLENT
I.....I.....I.....I.....I.....I
0 4 8 12 16 20
FREQUENCY

MEAN 3.297 MEDIAN 3.333

VALID CASES 37 MISSING CASES 56

IC24 I.R. 24. SPECIAL PROJ. E.G. EMPLOYER SUR

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
SATISFACTORY	3	13	40.6
GOOD	4	13	40.6
EXCELLENT	5	6	18.8
OUT OF RANGE		61	MISSING
	TOTAL	93	100.0

IC24 I.R. 24. SPECIAL PROJ. E.G. EMPLOYER SUR

CODE

3 ********************************** (13)
I SATISFACTORY
4 ********************************** (13)
I GOOD
5 ***************** (6)
I EXCELLENT
I.....I.....I.....I.....I.....I
0 4 8 12 16 20
FREQUENCY

MEAN 3.781 MEDIAN 3.731

VALID CASES 32 MISSING CASES 61

IC25 PLANNING 25. INSTITUTIONAL PLANNING SYST

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	7	18.9
FAIR	2	3	8.1
SATISFACTORY	3	17	45.9
GOOD	4	7	18.9
EXCELLENT	5	3	8.1
OUT OF RANGE		56	MISSING
	TOTAL	93	100.0

IC25 PLANNING 25. INSTITUTIONAL PLANNING SYST

CODE

1 ****************** (7)
I POOR
2 ********* (3)
I FAIR
3 ** (17)
I SATISFACTORY
4 ****************** (7)
I GOOD
5 ********* (3)
I EXCELLENT
I.....I.....I.....I.....I.....I
0 4 8 12 16 20
FREQUENCY

MEAN 2.892 MEDIAN 3.000

VALID CASES 37 MISSING CASES 56

BEST COPY AVAILABLE

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 50
FREQUENCY OF RESPONSE FOR EACH ITEM

IC26 PLANNING 26. N.B.O. SYSTEM

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	7	18.4
FAIR	2	6	15.8
SATISFACTORY	3	15	39.5
GOOD	4	7	18.4
EXCELLENT	5	3	7.9
OUT OF RANGE		55	MISSING
	TOTAL	93	100.0

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 51
FREQUENCY OF RESPONSE FOR EACH ITEM

IC26 PLANNING 26. N.B.O. SYSTEM

```
  CODE
       I
     1 ********************  (     7)
       I  POOR
       I
     2 ******************  (     6)
       I  FAIR
       I
     3 ********************************************  (    15)
       I  SATISFACTORY
       I
     4 ********************  (     7)
       I  GOOD
       I
     5 *********  (     3)
       I  EXCELLENT
       I
       I.........I.........I.........I.........I.........I
       0         4         8        12        16        20
       FREQUENCY
```

MEAN 2.816 MEDIAN 2.900

VALID CASES 38 MISSING CASES 55

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 52
FREQUENCY OF RESPONSE FOR EACH ITEM

IC27 PLANNING 27. MGMT INFORMATION SYSTEMS DE

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	6	19.4
FAIR	2	7	22.6
SATISFACTORY	3	11	35.5
GOOD	4	3	9.7
EXCELLENT	5	4	12.9
OUT OF RANGE		62	MISSING
	TOTAL	93	100.0

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 53
FREQUENCY OF RESPONSE FOR EACH ITEM

IC27 PLANNING 27. MGMT INFORMATION SYSTEMS DE

```
  CODE
       I
     1 ****************  (     6)
       I  POOR
       I
     2 ******************  (     7)
       I  FAIR
       I
     3 ********************************  (    11)
       I  SATISFACTORY
       I
     4 *********  (     3)
       I  GOOD
       I
     5 ***********  (     4)
       I  EXCELLENT
       I
       I.........I.........I.........I.........I.........I
       0         4         8        12        16        20
       FREQUENCY
```

MEAN 2.742 MEDIAN 2.727

VALID CASES 31 MISSING CASES 62

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 54
FREQUENCY OF RESPONSE FOR EACH ITEM

ID29 PR & D 29. HCC COVERAGE IN LOCAL MEDIA

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	2	2.3
FAIR	2	11	12.8
SATISFACTORY	3	20	23.3
GOOD	4	37	43.0
EXCELLENT	5	16	18.6
OUT OF RANGE		7	MISSING
	TOTAL	93	100.0

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 55
FREQUENCY OF RESPONSE FOR EACH ITEM

ID29 PR & D 29. HCC COVERAGE IN LOCAL MEDIA

```
  CODE
       I
     1 ***  (     2)
       I  POOR
       I
     2 ***********  (    11)
       I  FAIR
       I
     3 ********************  (    20)
       I  SATISFACTORY
       I
     4 ************************************  (    37)
       I  GOOD
       I
     5 ***************  (    16)
       I  EXCELLENT
       I
       I.........I.........I.........I.........I.........I
       0        10        20        30        40        50
       FREQUENCY
```

MEAN 3.628 MEDIAN 3.770

VALID CASES 86 MISSING CASES 7

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 56
FREQUENCY OF RESPONSE FOR EACH ITEM

ID30 PR & D 30. PR ASSISTANCE

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	5	6.9
FAIR	2	3	4.2
SATISFACTORY	3	19	26.4
GOOD	4	30	41.7
EXCELLENT	5	15	20.8
OUT OF RANGE		21	MISSING
	TOTAL	93	100.0

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 57
FREQUENCY OF RESPONSE FOR EACH ITEM

ID30 PR & D 30. PR ASSISTANCE

```
  CODE
       I
     1 ******  (     5)
       I  POOR
       I
     2 ****  (     3)
       I  FAIR
       I
     3 ************************  (    19)
       I  SATISFACTORY
       I
     4 ********************************  (    30)
       I  GOOD
       I
     5 ****************  (    15)
       I  EXCELLENT
       I
       I.........I.........I.........I.........I.........I
       0        10        20        30        40        50
       FREQUENCY
```

MEAN 3.653 MEDIAN 3.800

VALID CASES 72 MISSING CASES 21

BEST COPY AVAILABLE

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 58
FREQUENCY OF RESPONSE FOR EACH ITEM

ID31 PR & D 31. HCC CATALOG

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	1	1.2
FAIR	2	2	2.3
SATISFACTORY	3	15	17.4
GOOD	4	40	46.5
EXCELLENT	5	28	32.6
OUT OF RANGE		7	MISSING
	TOTAL	93	100.0

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 59
FREQUENCY OF RESPONSE FOR EACH ITEM

ID31 PR & D 31. HCC CATALOG

```
  CODE
       I
     1 ** (     1)
       I POOR
       I
     2 *** (     2)
       I FAIR
       I
     3 *************** (    15)
       I SATISFACTORY
       I
     4 ****************************************** (    40)
       I GOOD
       I
     5 ***************************** (    28)
       I EXCELLENT
       I
       I.........I.........I.........I.........I.........I
       0        10        20        30        40        50
       FREQUENCY
```

MEAN 4.070 MEDIAN 4.125

VALID CASES 86 MISSING CASES 7

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 60
FREQUENCY OF RESPONSE FOR EACH ITEM

ID32 PR & D 32. CAMPUS NEWS

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	2	2.4
FAIR	2	3	3.6
SATISFACTORY	3	13	15.3
GOOD	4	42	49.4
EXCELLENT	5	25	29.4
OUT OF RANGE		8	MISSING
	TOTAL	93	100.0

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 61
FREQUENCY OF RESPONSE FOR EACH ITEM

ID32 PR & D 32. CAMPUS NEWS

```
  CODE
       I
     1 *** (     2)
       I POOR
       I
     2 **** (     3)
       I FAIR
       I
     3 ************** (    13)
       I SATISFACTORY
       I
     4 ********************************************** (    42)
       I GOOD
       I
     5 **************************** (    25)
       I EXCELLENT
       I
       I.........I.........I.........I.........I.........I
       0        10        20        30        40        50
       FREQUENCY
```

MEAN 4.000 MEDIAN 4.083

VALID CASES 85 MISSING CASES 8

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 62
FREQUENCY OF RESPONSE FOR EACH ITEM

ID33 PR & D 33. OTHER HCC PUBLICATIONS

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	1	1.2
FAIR	2	2	2.4
SATISFACTORY	3	23	28.0
GOOD	4	34	41.5
EXCELLENT	5	22	26.8
OUT OF RANGE		11	MISSING
	TOTAL	93	100.0

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 63
FREQUENCY OF RESPONSE FOR EACH ITEM

ID33 PR & D 33. OTHER HCC PUBLICATIONS

```
  CODE
       I
     1 ** (     1)
       I POOR
       I
     2 *** (     2)
       I FAIR
       I
     3 *********************** (    23)
       I SATISFACTORY
       I
     4 ********************************** (    34)
       I GOOD
       I
     5 ********************** (    22)
       I EXCELLENT
       I
       I.........I.........I.........I.........I.........I
       0        10        20        30        40        50
       FREQUENCY
```

MEAN 3.902 MEDIAN 3.941

VALID CASES 82 MISSING CASES 11

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 64
FREQUENCY OF RESPONSE FOR EACH ITEM

ID34 PR & D 34. SPEAKER'S BUREAU

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
FAIR	2	2	5.1
SATISFACTORY	3	16	41.0
GOOD	4	13	33.3
EXCELLENT	5	8	20.5
OUT OF RANGE		54	MISSING
	TOTAL	93	100.0

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 65
FREQUENCY OF RESPONSE FOR EACH ITEM

ID34 PR & D 34. SPEAKER'S BUREAU

```
  CODE
       I
     2 ****** (     2)
       I FAIR
       I
     3 ****************************************** (    16)
       I SATISFACTORY
       I
     4 ********************************** (    13)
       I GOOD
       I
     5 ********************* (     8)
       I EXCELLENT
       I
       I.........I.........I.........I.........I.........I
       0        4         8         12        16        20
       FREQUENCY
```

MEAN 3.692 MEDIAN 3.615

VALID CASES 39 MISSING CASES 54

BEST COPY AVAILABLE

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 66
FREQUENCY OF RESPONSE FOR EACH ITEM

ID36 PR & D 36. PAID ADVERTISING

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	6	12.5
FAIR	2	7	14.6
SATISFACTORY	3	14	29.2
GOOD	4	15	31.3
EXCELLENT	5	6	12.5
OUT OF RANGE		45	MISSING
	TOTAL	93	100.0

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 67
FREQUENCY OF RESPONSE FOR EACH ITEM

ID36 PR & D 36. PAID ADVERTISING

```
CODE
     I
  1  ****************  (     6)
     I  POOR
     I
  2  ******************  (     7)
     I  FAIR
     I
  3  **************************************  (    14)
     I  SATISFACTORY
     I
  4  ****************************************  (    15)
     I  GOOD
     I
  5  ****************  (     6)
     I  EXCELLENT
     I
     I.........I.........I.........I.........I.........I
     0         4         8        12        16        20
     FREQUENCY
```

MEAN 3.167 MEDIAN 3.286

VALID CASES 48 MISSING CASES 45

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 68
FREQUENCY OF RESPONSE FOR EACH ITEM

ID36 PR & D 36. SPECIAL EVENTS

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	1	1.4
FAIR	2	2	2.8
SATISFACTORY	3	22	30.6
GOOD	4	33	45.8
EXCELLENT	5	14	19.4
OUT OF RANGE		21	MISSING
	TOTAL	93	100.0

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 69
FREQUENCY OF RESPONSE FOR EACH ITEM

ID36 PR & D 36. SPECIAL EVENTS

```
CODE
     I
  1  **  (     1)
     I  POOR
     I
  2  ***  (     2)
     I  FAIR
     I
  3  ************************  (    22)
     I  SATISFACTORY
     I
  4  ************************************  (    33)
     I  GOOD
     I
  5  ***************  (    14)
     I  EXCELLENT
     I
     I.........I.........I.........I.........I.........I
     0        10        20        30        40        50
     FREQUENCY
```

MEAN 3.792 MEDIAN 3.833

VALID CASES 72 MISSING CASES 21

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 70
FREQUENCY OF RESPONSE FOR EACH ITEM

ID37 PR & D 37. PERFORMING ARTS BROCHURE

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
SATISFACTORY	3	19	24.7
GOOD	4	40	51.9
EXCELLENT	5	18	23.4
OUT OF RANGE		16	MISSING
	TOTAL	93	100.0

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 71
FREQUENCY OF RESPONSE FOR EACH ITEM

ID37 PR & D 37. PERFORMING ARTS BROCHURE

```
CODE
     I
  3  ******************  (    19)
     I  SATISFACTORY
     I
  4  ****************************************  (    40)
     I  GOOD
     I
  5  ******************  (    18)
     I  EXCELLENT
     I
     I.........I.........I.........I.........I.........I
     0        10        20        30        40        50
     FREQUENCY
```

MEAN 3.987 MEDIAN 3.988

VALID CASES 77 MISSING CASES 16

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 72
FREQUENCY OF RESPONSE FOR EACH ITEM

ID38 PR & D 38. DEVELOPMENT ASSISTANCE

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	3	5.5
FAIR	2	2	3.6
SATISFACTORY	3	16	29.1
GOOD	4	24	43.6
EXCELLENT	5	10	18.2
OUT OF RANGE		38	MISSING
	TOTAL	93	100.0

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 73
FREQUENCY OF RESPONSE FOR EACH ITEM

ID38 PR & D 38. DEVELOPMENT ASSISTANCE

```
CODE
     I
  1  ****  (     3)
     I  POOR
     I
  2  ***  (     2)
     I  FAIR
     I
  3  ****************  (    16)
     I  SATISFACTORY
     I
  4  ************************  (    24)
     I  GOOD
     I
  5  **********  (    10)
     I  EXCELLENT
     I
     I.........I.........I.........I.........I.........I
     0        10        20        30        40        50
     FREQUENCY
```

MEAN 3.655 MEDIAN 3.771

VALID CASES 55 MISSING CASES 38

BEST COPY AVAILABLE

II040 D.O.I. 40. AWARENESS EDUCATIONAL IDEAS

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	1	1.4
FAIR	2	1	1.4
SATISFACTORY	3	19	27.5
GOOD	4	37	53.6
EXCELLENT	5	11	15.9
OUT OF RANGE		24	MISSING
	TOTAL	93	100.0

II040 D.O.I. 40. AWARENESS EDUCATIONAL IDEAS

```
CODE
     I
  1  ** (     1)
     I  POOR
     I
  2  ** (     1)
     I  FAIR
     I
  3  ********************* (    19)
     I  SATISFACTORY
     I
  4  ***************************************** (    37)
     I  GOOD
     I
  5  ************ (    11)
     I  EXCELLENT
     I
     I.........I.........I.........I.........I.........I
     0         10        20        30        40        50
     FREQUENCY
```

MEAN 3.812 MEDIAN 3.866

VALID CASES 69 MISSING CASES 24

II041 D.O.I. 41. PROGRAM & STAFF IDEAS

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	2	3.1
FAIR	2	5	7.7
SATISFACTORY	3	16	24.6
GOOD	4	30	46.2
EXCELLENT	5	12	18.5
OUT OF RANGE		28	MISSING
	TOTAL	93	100.0

II041 D.O.I. 41. PROGRAM & STAFF IDEAS

```
CODE
     I
  1  *** (     2)
     I  POOR
     I
  2  ****** (     5)
     I  FAIR
     I
  3  ****************** (    16)
     I  SATISFACTORY
     I
  4  ********************************** (    30)
     I  GOOD
     I
  5  ************** (    12)
     I  EXCELLENT
     I
     I.........I.........I.........I.........I.........I
     0         10        20        30        40        50
     FREQUENCY
```

MEAN 3.692 MEDIAN 3.817

VALID CASES 65 MISSING CASES 28

II042 D.O.I. 42. INSTRUCTIONAL AREA BUDGET

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	6	10.2
FAIR	2	10	16.9
SATISFACTORY	3	16	27.1
GOOD	4	19	32.2
EXCELLENT	5	8	13.6
OUT OF RANGE		34	MISSING
	TOTAL	93	100.0

II042 D.O.I. 42. INSTRUCTIONAL AREA BUDGET

```
CODE
     I
  1  ********** (     6)
     I  POOR
     I
  2  ************************** (    10)
     I  FAIR
     I
  3  ****************************************** (    16)
     I  SATISFACTORY
     I
  4  ********************************************** (    19)
     I  GOOD
     I
  5  ******************** (     8)
     I  EXCELLENT
     I
     I.........I.........I.........I.........I.........I
     0         4         8         12        16        20
     FREQUENCY
```

MEAN 3.220 MEDIAN 3.344

VALID CASES 59 MISSING CASES 34

II043 D.O.I. 43. COMMUNICATION

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	8	10.8
FAIR	2	10	13.5
SATISFACTORY	3	21	28.4
GOOD	4	29	39.2
EXCELLENT	5	6	8.1
OUT OF RANGE		19	MISSING
	TOTAL	93	100.0

II043 D.O.I. 43. COMMUNICATION

```
CODE
     I
  1  ********* (     8)
     I  POOR
     I
  2  ********** (    10)
     I  FAIR
     I
  3  ********************** (    21)
     I  SATISFACTORY
     I
  4  ******************************** (    29)
     I  GOOD
     I
  5  ******* (     6)
     I  EXCELLENT
     I
     I.........I.........I.........I.........I.........I
     0         10        20        30        40        50
     FREQUENCY
```

MEAN 3.203 MEDIAN 3.405

VALID CASES 74 MISSING CASES 19

BEST COPY AVAILABLE

H.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 82
FREQUENCY OF RESPONSE FOR EACH ITEM

II044 D.O.I. 44. ACCESSIBILITY

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	7	9.7
FAIR	2	5	6.9
SATISFACTORY	3	23	31.9
GOOD	4	27	37.5
EXCELLENT	5	10	13.9
OUT OF RANGE		21	MISSING
	TOTAL	93	100.0

H.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 83
FREQUENCY OF RESPONSE FOR EACH ITEM

II044 D.O.I. 44. ACCESSIBILITY

```
  CODE
       I
     1 ******* (     7)
       I POOR
       I
     2 ****** (     5)
       I FAIR
       I
     3 ************************ (    23)
       I SATISFACTORY
       I
     4 *****************************  (    27)
       I GOOD
       I
     5 ********** (    10)
       I EXCELLENT
       I
       I.........I.........I.........I.........I.........I
       0        10        20        30        40        50
       FREQUENCY
```

MEAN 3.389 MEDIAN 3.537

VALID CASES 72 MISSING CASES 21

H.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 84
FREQUENCY OF RESPONSE FOR EACH ITEM

II045 D.O.I. 45. PARTICIPATIVE DECISIONS

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	4	6.3
FAIR	2	13	20.6
SATISFACTORY	3	18	28.6
GOOD	4	20	31.7
EXCELLENT	5	8	12.7
OUT OF RANGE		30	MISSING
	TOTAL	93	100.0

H.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 85
FREQUENCY OF RESPONSE FOR EACH ITEM

II045 D.O.I. 45. PARTICIPATIVE DECISIONS

```
  CODE
       I
     1 ********** (     4)
       I POOR
       I
     2 ********************************** (    13)
       I FAIR
       I
     3 ********************************************** (    18)
       I SATISFACTORY
       I
     4 ************************************************** (    20)
       I GOOD
       I
     5 ********************* (     8)
       I EXCELLENT
       I
       I.........I.........I.........I.........I.........I
       0         4         8        12        16        20
       FREQUENCY
```

MEAN 3.238 MEDIAN 3.306

VALID CASES 63 MISSING CASES 30

H.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 86
FREQUENCY OF RESPONSE FOR EACH ITEM

II046 D.O.I. 46. PROBLEM SOLVING

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	4	6.3
FAIR	2	11	17.2
SATISFACTORY	3	18	28.1
GOOD	4	24	37.5
EXCELLENT	5	7	10.9
OUT OF RANGE		29	MISSING
	TOTAL	93	100.0

H.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 87
FREQUENCY OF RESPONSE FOR EACH ITEM

II046 D.O.I. 46. PROBLEM SOLVING

```
  CODE
       I
     1 ***** (     4)
       I POOR
       I
     2 *********** (    11)
       I FAIR
       I
     3 ****************** (    18)
       I SATISFACTORY
       I
     4 ************************ (    24)
       I GOOD
       I
     5 ******* (     7)
       I EXCELLENT
       I
       I.........I.........I.........I.........I.........I
       0        10        20        30        40        50
       FREQUENCY
```

MEAN 3.297 MEDIAN 3.444

VALID CASES 64 MISSING CASES 29

H.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 88
FREQUENCY OF RESPONSE FOR EACH ITEM

II047 D.O.I. 47. REPRESENTATION

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	1	1.4
FAIR	2	2	2.8
SATISFACTORY	3	22	31.0
GOOD	4	27	38.0
EXCELLENT	5	19	26.8
OUT OF RANGE		22	MISSING
	TOTAL	93	100.0

H.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 89
FREQUENCY OF RESPONSE FOR EACH ITEM

II047 D.O.I. 47. REPRESENTATION

```
  CODE
       I
     1 ** (     1)
       I POOR
       I
     2 *** (     2)
       I FAIR
       I
     3 ************************ (    22)
       I SATISFACTORY
       I
     4 ***************************** (    27)
       I GOOD
       I
     5 ******************** (    19)
       I EXELLENT
       I
       I.........I.........I.........I.........I.........I
       0        10        20        30        40        50
       FREQUENCY
```

MEAN 3.859 MEDIAN 3.889

VALID CASES 71 MISSING CASES 22

BEST COPY AVAILABLE

II849 C.ED. 49. NEW PROGRAMS EDUC. ETC.

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	2	1	1.3
SATISFACTORY	3	12	15.2
GOOD	4	32	40.5
EXCELLENT	5	34	43.0
OUT OF RANGE		14	MISSING
	TOTAL	93	100.0

II849 C.ED. 49. NEW PROGRAMS EDUC. ETC.

CODE

2 ** (1)
I POOR

3 ********** (12)
I SATISFACTORY

4 ********** (32)
I GOOD

5 ********** (34)
I EXCELLENT

I.....I.....I.....I.....I.....I
0 10 20 30 40 50
FREQUENCY

MEAN 4.253 MEDIAN 4.328

VALID CASES 79 MISSING CASES 14

II850 C.ED. 50. POSITIVE IMAGE

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	2	2	2.6
SATISFACTORY	3	10	12.8
GOOD	4	30	38.5
EXCELLENT	5	36	46.2
OUT OF RANGE		15	MISSING
	TOTAL	93	100.0

II850 C.ED. 50. POSITIVE IMAGE

CODE

2 ** (2)
I POOR

3 ********** (10)
I SATISFACTORY

4 ********** (30)
I GOOD

5 ********** (36)
I EXCELLENT

I.....I.....I.....I.....I.....I
0 10 20 30 40 50
FREQUENCY

MEAN 4.282 MEDIAN 4.400

VALID CASES 78 MISSING CASES 15

II851 C.ED. 51. PROGRAM PROMOTION

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
SATISFACTORY	3	10	13.5
GOOD	4	32	43.2
EXCELLENT	5	32	43.2
OUT OF RANGE		19	MISSING
	TOTAL	93	100.0

II851 C.ED. 51. PROGRAM PROMOTION

CODE

3 ********** (10)
I SATISFACTORY

4 ********** (32)
I GOOD

5 ********** (32)
I EXCELLENT

I.....I.....I.....I.....I.....I
0 10 20 30 40 50
FREQUENCY

MEAN 4.297 MEDIAN 4.344

VALID CASES 74 MISSING CASES 19

II852 C.ED. 52. WORKS COOPERATIVELY W OTHERS

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	1	1.4
FAIR	2	5	6.8
SATISFACTORY	3	16	21.9
GOOD	4	34	46.6
EXCELLENT	5	17	23.3
OUT OF RANGE		20	MISSING
	TOTAL	93	100.0

II852 C.ED. 52. WORKS COOPERATIVELY W OTHERS

CODE

1 ** (1)
I POOR

2 ****** (5)
I FAIR

3 ********** (16)
I SATISFACTORY

4 ********** (34)
I GOOD

5 ********** (17)
I EXCELLENT

I.....I.....I.....I.....I.....I
0 10 20 30 40 50
FREQUENCY

MEAN 3.836 MEDIAN 3.926

VALID CASES 73 MISSING CASES 20

BEST COPY AVAILABLE

IIB63 C.ED. 63. EFFECTIVE IMPLEMENTATION

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	1	1.6
FAIR	2	10	16.1
SATISFACTORY	3	21	33.9
GOOD	4	24	38.7
EXCELLENT	5	6	9.7
OUT OF RANGE		31	MISSING
	TOTAL	93	100.0

IIB63 C.ED. 63. EFFECTIVE IMPLEMENTATION

```
  CODE
       I
     1 ** (     1)
       I POOR
       I
     2 ********** (    10)
       I FAIR
       I
     3 ********************** (    21)
       I SATISFACTORY
       I
     4 ************************ (    24)
       I GOOD
       I
     5 ****** (     6)
       I EXCELLENT
       I
       I.........I.........I.........I.........I.........I
       0        10        20        30        40        50
       FREQUENCY
```

MEAN 3.387 MEDIAN 3.452

VALID CASES 62 MISSING CASES 31

IIC88 DIV.ADMI. 88. BUDGET

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
FAIR	2	8	18.2
SATISFACTORY	3	9	20.5
GOOD	4	17	38.6
EXCELLENT	5	10	22.7
OUT OF RANGE		49	MISSING
	TOTAL	93	100.0

IIC56 DIV.ADMI. 56. BUDGET

```
  CODE
       I
     2 ******************** (     8)
       I FAIR
       I
     3 ************************* (     9)
       I SATISFACTORY
       I
     4 ****************************************** (    17)
       I GOOD
       I
     5 ************************** (    10)
       I EXCELLENT
       I
       I.........I.........I.........I.........I.........I
       0         4         8        12        16        20
       FREQUENCY
```

MEAN 3.659 MEDIAN 3.794

VALID CASES 44 MISSING CASES 49

IIC56 DIV.ADMI. 56. BUDGET MGMT.

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	2	4.4
FAIR	2	8	17.8
SATISFACTORY	3	12	26.7
GOOD	4	14	31.1
EXCELLENT	5	9	20.0
OUT OF RANGE		48	MISSING
	TOTAL	93	100.0

IIC56 DIV.ADMI. 56. BUDGET MGMT.

```
  CODE
       I
     1 ****** (     2)
       I POOR
       I
     2 ******************** (     8)
       I FAIR
       I
     3 ****************************** (    12)
       I SATISFACTORY
       I
     4 ********************************** (    14)
       I GOOD
       I
     5 ************************ (     9)
       I EXCELLENT
       I
       I.........I.........I.........I.........I.........I
       0         4         8        12        16        20
       FREQUENCY
```

MEAN 3.444 MEDIAN 3.536

VALID CASES 46 MISSING CASES 48

IIC57 DIV.ADMI. 57. MEETINGS

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
FAIR	2	7	18.4
SATISFACTORY	3	12	31.6
GOOD	4	14	36.8
EXCELLENT	5	5	13.2
OUT OF RANGE		55	MISSING
	TOTAL	93	100.0

IIC57 DIV.ADMI. 57. MEETINGS

```
  CODE
       I
     2 ******************** (     7)
       I FAIR
       I
     3 ********************************** (    12)
       I SATISFACTORY
       I
     4 ****************************************** (    14)
       I GOOD
       I
     5 ************** (     5)
       I EXCELLENT
       I
       I.........I.........I.........I.........I.........I
       0         4         8        12        16        20
       FREQUENCY
```

MEAN 3.447 MEDIAN 3.500

VALID CASES 38 MISSING CASES 55

BEST COPY AVAILABLE

H.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 106
FREQUENCY OF RESPONSE FOR EACH ITEM

IIC58 DIV.ADMI. 58. FACULTY COMMUNICATION

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	3	7.9
FAIR	2	5	13.2
SATISFACTORY	3	7	18.4
GOOD	4	14	36.8
EXCELLENT	5	9	23.7
OUT OF RANGE		55	MISSING
	TOTAL	93	100.0

H.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 107
FREQUENCY OF RESPONSE FOR EACH ITEM

IIC58 DIV.ADMI. 58. FACULTY COMMUNICATION

```
  CODE
     I
   1 ********* (    3)
     I POOR
     I
   2 *************** (    5)
     I FAIR
     I
   3 ********************* (    7)
     I SATISFACTORY
     I
   4 ****************************************** (   14)
     I GOOD
     I
   5 *************************** (    9)
     I EXCELLENT
     I
     I.........I.........I.........I.........I.........I
     0         4         8        12        16        20
     FREQUENCY
```

MEAN 3.553 MEDIAN 3.786

VALID CASES 38 MISSING CASES 55

H.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 108
FREQUENCY OF RESPONSE FOR EACH ITEM

IIC59 DIV.ADMI. 59. PROGRAM DEVELPT.

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	3	6.8
FAIR	2	7	15.9
SATISFACTORY	3	11	25.0
GOOD	4	19	43.2
EXCELLENT	5	4	9.1
OUT OF RANGE		49	MISSING
	TOTAL	93	100.0

H.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 109
FREQUENCY OF RESPONSE FOR EACH ITEM

IIC59 DIV.ADMI. 59. PROGRAM DEVELPT.

```
  CODE
     I
   1 ********* (    3)
     I POOR
     I
   2 ********************* (    7)
     I FAIR
     I
   3 ********************************** (   11)
     I SATISFACTORY
     I
   4 ************************************************** (   19)
     I GOOD
     I
   5 *********** (    4)
     I EXCELLENT
     I
     I.........I.........I.........I.........I.........I
     0         4         8        12        16        20
     FREQUENCY
```

MEAN 3.318 MEDIAN 3.563

VALID CASES 44 MISSING CASES 49

H.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 110
FREQUENCY OF RESPONSE FOR EACH ITEM

IIC60 DIV.ADMI. 60. DIVISION PROBLEM SOLVING

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	3	7.1
FAIR	2	10	23.8
SATISFACTORY	3	13	31.0
GOOD	4	9	21.4
EXCELLENT	5	7	16.7
OUT OF RANGE		51	MISSING
	TOTAL	93	100.0

H.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 111
FREQUENCY OF RESPONSE FOR EACH ITEM

IIC60 DIV.ADMI. 60. DIVISION PROBLEM SOLVING

```
  CODE
     I
   1 ********* (    3)
     I POOR
     I
   2 ***************************** (   10)
     I FAIR
     I
   3 ****************************************** (   13)
     I SATISFACTORY
     I
   4 ************************** (    9)
     I GOOD
     I
   5 ******************* (    7)
     I EXCELLENT
     I
     I.........I.........I.........I.........I.........I
     0         4         8        12        16        20
     FREQUENCY
```

MEAN 3.167 MEDIAN 3.115

VALID CASES 42 MISSING CASES 51

H.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 112
FREQUENCY OF RESPONSE FOR EACH ITEM

IIC61 DIV.ADMI. 61. DIVISION PROGRAM IMPROVEME

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	1	2.7
FAIR	2	8	21.6
SATISFACTORY	3	12	32.4
GOOD	4	11	29.7
EXCELLENT	5	5	13.5
OUT OF RANGE		56	MISSING
	TOTAL	93	100.0

H.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 113
FREQUENCY OF RESPONSE FOR EACH ITEM

IIC61 DIV.ADMI. 61. DIVISION PROGRAM IMPROVEME

```
  CODE
     I
   1 **** (    1)
     I POOR
     I
   2 ************************ (    8)
     I FAIR
     I
   3 ************************************ (   12)
     I SATISFACTORY
     I
   4 ********************************** (   11)
     I GOOD
     I
   5 **************** (    5)
     I EXCELLENT
     I
     I.........I.........I.........I.........I.........I
     0         4         8        12        16        20
     FREQUENCY
```

MEAN 3.297 MEDIAN 3.292

VALID CASES 37 MISSING CASES 56

BEST COPY AVAILABLE

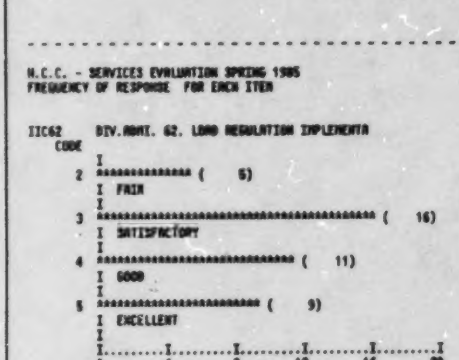
N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 114
FREQUENCY OF RESPONSE FOR EACH ITEM

IIC62 DIV.ADMI. 62. LOAD REGULATION IMPLEMENTA

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
FAIR	2	6	12.2
SATISFACTORY	3	16	39.0
GOOD	4	11	26.8
EXCELLENT	5	9	22.0
OUT OF RANGE		52	MISSING
	TOTAL	93	100.0

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 115
FREQUENCY OF RESPONSE FOR EACH ITEM

IIC62 DIV.ADMI. 62. LOAD REGULATION IMPLEMENTA



MEAN 3.585 MEDIAN 3.469

VALID CASES 41 MISSING CASES 52

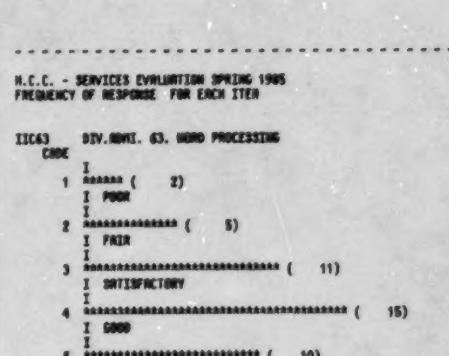
N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 116
FREQUENCY OF RESPONSE FOR EACH ITEM

IIC63 DIV.ADMI. 63. WORD PROCESSING

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	2	4.7
FAIR	2	5	11.6
SATISFACTORY	3	11	25.6
GOOD	4	15	34.9
EXCELLENT	5	10	23.3
OUT OF RANGE		50	MISSING
	TOTAL	93	100.0

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 117
FREQUENCY OF RESPONSE FOR EACH ITEM

IIC63 DIV.ADMI. 63. WORD PROCESSING



MEAN 3.605 MEDIAN 3.733

VALID CASES 43 MISSING CASES 50

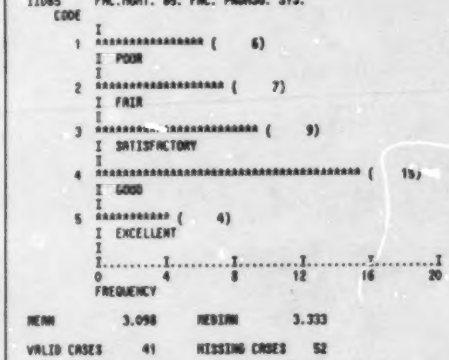
N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 118
FREQUENCY OF RESPONSE FOR EACH ITEM

IID65 FAC.MGMT. 65. FAC. PROMSO. SYS.

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	6	14.6
FAIR	2	7	17.1
SATISFACTORY	3	9	22.0
GOOD	4	15	36.6
EXCELLENT	5	4	9.8
OUT OF RANGE		52	MISSING
	TOTAL	93	100.0

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 119
FREQUENCY OF RESPONSE FOR EACH ITEM

IID65 FAC.MGMT. 65. FAC. PROMSO. SYS.



MEAN 3.098 MEDIAN 3.333

VALID CASES 41 MISSING CASES 52

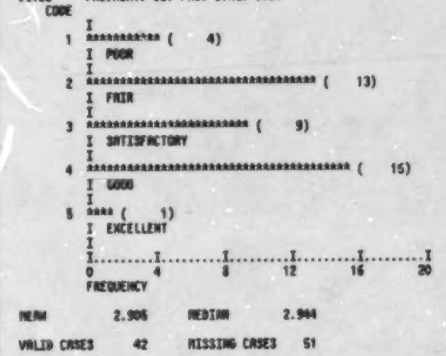
N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 120
FREQUENCY OF RESPONSE FOR EACH ITEM

IID66 FAC.MGMT. 66. FAC. EVAL. SYS.

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	4	9.5
FAIR	2	13	31.0
SATISFACTORY	3	9	21.4
GOOD	4	15	35.7
EXCELLENT	5	1	2.4
OUT OF RANGE		51	MISSING
	TOTAL	93	100.0

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 121
FREQUENCY OF RESPONSE FOR EACH ITEM

IID66 FAC.MGMT. 66. FAC. EVAL. SYS.



MEAN 2.905 MEDIAN 2.944

VALID CASES 42 MISSING CASES 51

BEST COPY AVAILABLE

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 122
FREQUENCY OF RESPONSE FOR EACH ITEM

II067 PRC.MAT. 67. STUDENT EVAL.

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	6	11.8
FAIR	2	11	21.6
SATISFACTORY	3	16	31.4
GOOD	4	16	31.4
EXCELLENT	5	2	3.9
OUT OF RANGE		42	MISSING
	TOTAL	93	100.0

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 123
FREQUENCY OF RESPONSE FOR EACH ITEM

II067 PRC.MAT. 67. STUDENT EVAL.

CODE

1 ********** (6)
I POOR
I
2 ********** (11)
I FAIR
I
3 ********** (16)
I SATISFACTORY
I
4 ********** (16)
I GOOD
I
5 ****** (2)
I EXCELLENT
I
I.....I.....I.....I.....I.....I
0 4 8 12 16 20
FREQUENCY

MEAN 2.941 MEDIAN 3.031

VALID CASES 51 MISSING CASES 42

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 124
FREQUENCY OF RESPONSE FOR EACH ITEM

II069 LRC 69. MATERIAL AVAILABILITY

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	1	1.3
FAIR	2	2	2.6
SATISFACTORY	3	20	26.0
GOOD	4	31	40.3
EXCELLENT	5	23	29.9
OUT OF RANGE		16	MISSING
	TOTAL	93	100.0

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 125
FREQUENCY OF RESPONSE FOR EACH ITEM

II069 LRC 69. MATERIAL AVAILABILITY

CODE

1 ** (1)
I POOR
I
2 *** (2)
I FAIR
I
3 ********** (20)
I SATISFACTORY
I
4 ********** (31)
I GOOD
I
5 ********** (23)
I EXCELLENT
I
I.....I.....I.....I.....I.....I
0 10 20 30 40 50
FREQUENCY

MEAN 3.948 MEDIAN 4.000

VALID CASES 77 MISSING CASES 16

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 126
FREQUENCY OF RESPONSE FOR EACH ITEM

II070 LRC 70. CIRCULATION

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
SATISFACTORY	3	20	26.3
GOOD	4	37	48.7
EXCELLENT	5	19	25.0
OUT OF RANGE		17	MISSING
	TOTAL	93	100.0

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 127
FREQUENCY OF RESPONSE FOR EACH ITEM

II070 LRC 70. CIRCULATION

CODE

3 ********** (20)
I SATISFACTORY
I
4 ********** (37)
I GOOD
I
5 ********** (19)
I EXCELLENT
I
I.....I.....I.....I.....I.....I
0 10 20 30 40 50
FREQUENCY

MEAN 3.987 MEDIAN 3.986

VALID CASES 76 MISSING CASES 17

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 128
FREQUENCY OF RESPONSE FOR EACH ITEM

II071 LRC 71. REFS. & INFO.

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
SATISFACTORY	3	17	21.3
GOOD	4	30	37.5
EXCELLENT	5	33	41.3
OUT OF RANGE		13	MISSING
	TOTAL	93	100.0

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 129
FREQUENCY OF RESPONSE FOR EACH ITEM

II071 LRC 71. REFS. & INFO.

CODE

3 ********** (17)
I SATISFACTORY
I
4 ********** (30)
I GOOD
I
5 ********** (33)
I EXCELLENT
I
I.....I.....I.....I.....I.....I
0 10 20 30 40 50
FREQUENCY

MEAN 4.200 MEDIAN 4.267

VALID CASES 80 MISSING CASES 13

BEST COPY AVAILABLE

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 130
FREQUENCY OF RESPONSE FOR EACH ITEM

IIE72 LOC 72. INTER. LOAN

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	1	1.7
FAIR	2	2	3.4
SATISFACTORY	3	19	32.2
GOOD	4	23	39.0
EXCELLENT	5	14	23.7
OUT OF RANGE		34	MISSING
	TOTAL	93	100.0

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 131
FREQUENCY OF RESPONSE FOR EACH ITEM

IIE72 LOC 72. INTER. LOAN

```
  CODE
       I
     1 ** (     1)
       I POOR
       I
     2 *** (     2)
       I FAIR
       I
     3 ******************* (    19)
       I SATISFACTORY
       I
     4 ************************ (    23)
       I GOOD
       I
     5 ************** (    14)
       I EXCELLENT
       I
       I.........I.........I.........I.........I.........I
       0        10        20        30        40        50
       FREQUENCY
```

MEAN 3.797 MEDIAN 3.826

VALID CASES 59 MISSING CASES 34

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 132
FREQUENCY OF RESPONSE FOR EACH ITEM

IIE73 LOC 73. RENTALS AND PAVIEW

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	1	1.7
FAIR	2	2	3.4
SATISFACTORY	3	18	30.5
GOOD	4	25	42.4
EXCELLENT	5	13	22.0
OUT OF RANGE		34	MISSING
	TOTAL	93	100.0

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 133
FREQUENCY OF RESPONSE FOR EACH ITEM

IIE73 LOC 73. RENTALS AND PAVIEW

```
  CODE
       I
     1 ** (     1)
       I POOR
       I
     2 *** (     2)
       I FAIR
       I
     3 ****************** (    18)
       I SATISFACTORY
       I
     4 ************************* (    25)
       I GOOD
       I
     5 ************** (    13)
       I EXCELLENT
       I
       I.........I.........I.........I.........I.........I
       0        10        20        30        40        50
       FREQUENCY
```

MEAN 3.797 MEDIAN 3.840

VALID CASES 59 MISSING CASES 34

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 134
FREQUENCY OF RESPONSE FOR EACH ITEM

IIE74 LOC 74. STAFF ACCESS REQUESTS

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
FAIR	2	1	1.4
SATISFACTORY	3	14	18.9
GOOD	4	22	29.7
EXCELLENT	5	37	50.0
OUT OF RANGE		19	MISSING
	TOTAL	93	100.0

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 135
FREQUENCY OF RESPONSE FOR EACH ITEM

IIE74 LOC 74. STAFF ACCESS REQUESTS

```
  CODE
       I
     2 ** (     1)
       I FAIR
       I
     3 ************** (    14)
       I SATISFACTORY
       I
     4 ********************** (    22)
       I GOOD
       I
     5 ************************************ (    37)
       I EXCELLENT
       I
       I.........I.........I.........I.........I.........I
       0        10        20        30        40        50
       FREQUENCY
```

MEAN 4.284 MEDIAN 4.900

VALID CASES 74 MISSING CASES 19

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 136
FREQUENCY OF RESPONSE FOR EACH ITEM

IIE75 LOC 75. ON-TIME DELIVERY

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
FAIR	2	1	1.4
SATISFACTORY	3	13	17.8
GOOD	4	24	32.9
EXCELLENT	5	35	47.9
OUT OF RANGE		20	MISSING
	TOTAL	93	100.0

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 137
FREQUENCY OF RESPONSE FOR EACH ITEM

IIE75 LOC 75. ON-TIME DELIVERY

```
  CODE
       I
     2 ** (     1)
       I FAIR
       I
     3 ************** (    13)
       I SATISFACTORY
       I
     4 ************************** (    24)
       I GOOD
       I
     5 ************************************ (    35)
       I EXCELLENT
       I
       I.........I.........I.........I.........I.........I
       0        10        20        30        40        50
       FREQUENCY
```

MEAN 4.274 MEDIAN 4.438

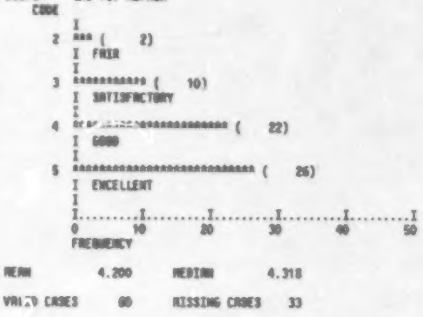
VALID CASES 73 MISSING CASES 20

BEST COPY AVAILABLE

IIE76 LAC 76. REPAIR

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
FAIR	2	2	3.3
SATISFACTORY	3	10	16.7
GOOD	4	22	36.7
EXCELLENT	5	26	43.3
OUT OF RANGE		33	MISSING
	TOTAL	93	100.0

IIE76 LAC 76. REPAIR



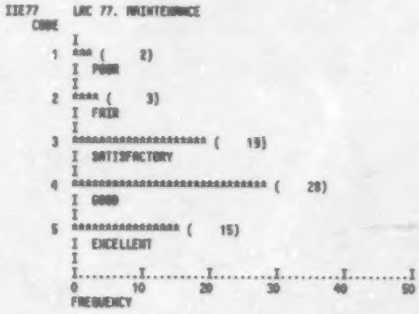
MEAN 4.200 MEDIAN 4.318

VALID CASES 60 MISSING CASES 33

IIE77 LAC 77. MAINTENANCE

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	2	3.0
FAIR	2	3	4.5
SATISFACTORY	3	19	28.4
GOOD	4	28	41.8
EXCELLENT	5	15	22.4
OUT OF RANGE		26	MISSING
	TOTAL	93	100.0

IIE77 LAC 77. MAINTENANCE



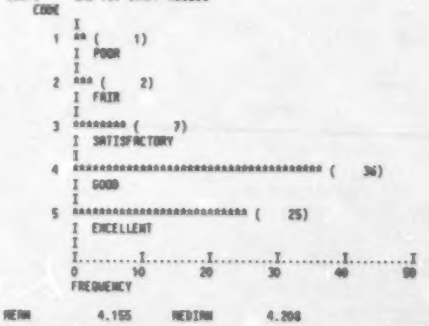
MEAN 3.761 MEDIAN 3.839

VALID CASES 67 MISSING CASES 26

IIE78 LAC 78. STAFF ACCESS

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	1	1.4
FAIR	2	2	2.8
SATISFACTORY	3	7	9.9
GOOD	4	36	50.7
EXCELLENT	5	25	35.2
OUT OF RANGE		22	MISSING
	TOTAL	93	100.0

IIE78 LAC 78. STAFF ACCESS



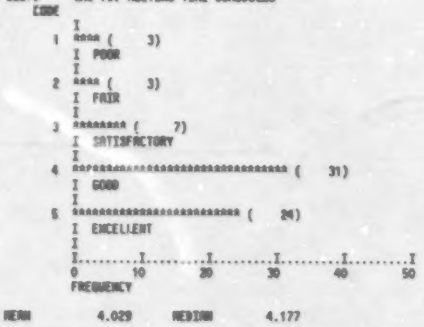
MEAN 4.155 MEDIAN 4.208

VALID CASES 71 MISSING CASES 22

IIE79 LAC 79. MEETING TIME SCHEDULES

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	3	4.4
FAIR	2	3	4.4
SATISFACTORY	3	7	10.3
GOOD	4	31	46.6
EXCELLENT	5	24	35.3
OUT OF RANGE		25	MISSING
	TOTAL	93	100.0

IIE79 LAC 79. MEETING TIME SCHEDULES



MEAN 4.029 MEDIAN 4.177

VALID CASES 68 MISSING CASES 25

BEST COPY AVAILABLE

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 146
FREQUENCY OF RESPONSE FOR EACH ITEM

IIE80 LAC 80. QUALITY OF WORK

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	1	1.4
SATISFACTORY	3	8	11.0
GOOD	4	35	47.9
EXCELLENT	5	29	39.7
OUT OF RANGE		20	MISSING
	TOTAL	93	100.0

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 147
FREQUENCY OF RESPONSE FOR EACH ITEM

IIE80 LAC 80. QUALITY OF WORK
CODE

```
     1 ** (    1)
       I POOR
       I
     3 ******** (    8)
       I SATISFACTORY
       I
     4 *********************************** (   35)
       I GOOD
       I
     5 ***************************** (   29)
       I EXCELLENT
       I
       I.........I.........I.........I.........I.........I
       0        10        20        30        40        50
       FREQUENCY
```

MEAN 4.247 MEDIAN 4.206

VALID CASES 73 MISSING CASES 20

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 148
FREQUENCY OF RESPONSE FOR EACH ITEM

IIE81 LAC 81. TELE. CONN. ACCESS

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
FAIR	2	3	5.5
SATISFACTORY	3	10	18.2
GOOD	4	27	49.1
EXCELLENT	5	15	27.3
OUT OF RANGE		38	MISSING
	TOTAL	93	100.0

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 149
FREQUENCY OF RESPONSE FOR EACH ITEM

IIE81 LAC 81. TELE. CONN. ACCESS
CODE

```
     2 **** (    3)
       I FAIR
       I
     3 ********** (   10)
       I SATISFACTORY
       I
     4 ***************************** (   27)
       I GOOD
       I
     5 **************** (   15)
       I EXCELLENT
       I
       I.........I.........I.........I.........I.........I
       0        10        20        30        40        50
       FREQUENCY
```

MEAN 3.982 MEDIAN 4.037

VALID CASES 55 MISSING CASES 38

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 150
FREQUENCY OF RESPONSE FOR EACH ITEM

IIE82 LAC 82. TELE CONN. BENDLINES

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	2	4.0
FAIR	2	1	2.0
SATISFACTORY	3	6	12.0
GOOD	4	28	56.0
EXCELLENT	5	13	26.0
OUT OF RANGE		43	MISSING
	TOTAL	93	100.0

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 151
FREQUENCY OF RESPONSE FOR EACH ITEM

IIE82 LAC 82. TELE. CONN. BENDLINES
CODE

```
     1 *** (    2)
       I POOR
       I
     2 ** (    1)
       I FAIR
       I
     3 ******* (    6)
       I SATISFACTORY
       I
     4 ********************************** (   28)
       I GOOD
       I
     5 **************** (   13)
       I EXCELLENT
       I
       I.........I.........I.........I.........I.........I
       0        10        20        30        40        50
       FREQUENCY
```

MEAN 3.900 MEDIAN 4.071

VALID CASES 50 MISSING CASES 43

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 152
FREQUENCY OF RESPONSE FOR EACH ITEM

IIE83 LAC 83. QUALITY OF PRODUCTS

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	3	5.4
FAIR	2	3	5.4
SATISFACTORY	3	10	17.9
GOOD	4	28	50.0
EXCELLENT	5	12	21.4
OUT OF RANGE		37	MISSING
	TOTAL	93	100.0

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 153
FREQUENCY OF RESPONSE FOR EACH ITEM

IIE83 LAC 83. QUALITY OF PRODUCTS
CODE

```
     1 **** (    3)
       I POOR
       I
     2 **** (    3)
       I FAIR
       I
     3 ********** (   10)
       I SATISFACTORY
       I
     4 ************************** (   28)
       I GOOD
       I
     5 ************ (   12)
       I EXCELLENT
       I
       I.........I.........I.........I.........I.........I
       0        10        20        30        40        50
       FREQUENCY
```

MEAN 3.768 MEDIAN 3.929

VALID CASES 56 MISSING CASES 37

BEST COPY AVAILABLE

IIF86 FAC. DEVELPT. 86. PROGRAM QUALITY-FACULT

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	2	5.0
FAIR	2	4	10.0
SATISFACTORY	3	11	27.5
GOOD	4	19	47.5
EXCELLENT	5	4	10.0
OUT OF RANGE		53	MISSING
	TOTAL	93	100.0

IIF85 FAC. DEVELPT. 85. PROGRAM QUALITY-FACULT

CODE

1 ****** (2)
I POOR
2 ********** (4)
I FAIR
3 ********** (11)
I SATISFACTORY
4 ********** (19)
I GOOD
5 ********** (4)
I EXCELLE
I.....I.....I.....I.....I.....I
0 4 8 12 16 20
FREQUENCY

MEAN 3.475 MEDIAN 3.658

VALID CASES 40 MISSING CASES 53

IIF86 FAC. DEVELPT. 86. CENTER UTILITY

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	5	12.8
FAIR	2	9	23.1
SATISFACTORY	3	10	25.6
GOOD	4	14	35.9
EXCELLENT	5	1	2.6
OUT OF RANGE		54	MISSING
	TOTAL	93	100.0

IIF86 FAC. DEVELPT. 86. CENTER UTILITY

CODE

1 ********** (5)
I POOR
2 ********** (9)
I FAIR
3 ********** (10)
I SATISFACTORY
4 ********** (14)
I GOOD
5 **** (1)
I EXCELLENT
I.....I.....I.....I.....I.....I
0 4 8 12 16 20
FREQUENCY

MEAN 2.923 MEDIAN 3.050

VALID CASES 39 MISSING CASES 54

IIF87 FAC. DEVELPT. 87 MATERIAL UTILITY

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	3	9.4
FAIR	2	6	18.8
SATISFACTORY	3	10	31.3
GOOD	4	11	34.4
EXCELLENT	5	2	6.3
OUT OF RANGE		61	MISSING
	TOTAL	93	100.0

IIF87 FAC. DEVELPT. 87 MATERIAL UTILITY

CODE

1 ********* (3)
I POOR
2 ********** (6)
I FAIR
3 ********** (10)
I SATISFACTORY
4 ********** (11)
I GOOD
5 ****** (2)
I EXCELLENT
I.....I.....I.....I.....I.....I
0 4 8 12 16 20
FREQUENCY

MEAN 3.094 MEDIAN 3.200

VALID CASES 32 MISSING CASES 61

IIF88 FAC. DEVELPT. 88 SUMMER GRANTS

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	3	9.1
FAIR	2	4	12.1
SATISFACTORY	3	11	33.3
GOOD	4	12	36.4
EXCELLENT	5	3	9.1
OUT OF RANGE		60	MISSING
	TOTAL	93	100.0

IIF88 FAC. DEVELPT. 88 SUMMER GRANTS

CODE

1 ********* (3)
I POOR
2 ********** (4)
I FAIR
3 ********** (11)
I SATISFACTORY
4 ********** (12)
I GOOD
5 ********* (3)
I EXCELLENT
I.....I.....I.....I.....I.....I
0 4 8 12 16 20
FREQUENCY

MEAN 3.242 MEDIAN 3.364

VALID CASES 33 MISSING CASES 60

BEST COPY AVAILABLE

N.C.C. - SERVICES EVALUATION SPRING 1986 PAGE 162
FREQUENCY OF RESPONSE FOR EACH ITEM

II#89 FAC. DEVELPT. 89. EFFECTIVE PROCESSING S

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	2	5.6
FAIR	2	4	11.1
SATISFACTORY	3	13	36.1
GOOD	4	14	38.9
EXCELLENT	5	3	8.3
OUT OF RANGE		57	MISSING
	TOTAL	93	100.0

N.C.C. - SERVICES EVALUATION SPRING 1986 PAGE 163
FREQUENCY OF RESPONSE FOR EACH ITEM

II#89 FAC. DEVELPT. 89. EFFECTIVE PROCESSING S

```
CODE
     I
   1 ******* (     2)
     I POOR
     I
   2 *********** (     4)
     I FAIR
     I
   3 ************************************ (    13)
     I SATISFACTORY
     I
   4 ************************************** (    14)
     I GOOD
     I
   5 ********* (     3)
     I EXCELLENT
     I
     I.........I.........I.........I.........I.........I
     0         4         8        12        16        20
     FREQUENCY
```

MEAN 3.333 MEDIAN 3.423

VALID CASES 36 MISSING CASES 57

N.C.C. - SERVICES EVALUATION SPRING 1986 PAGE 164
FREQUENCY OF RESPONSE FOR EACH ITEM

III#91 D.O.A. 91. KNOWLEDGE OF IDERS

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	2	4.3
FAIR	2	6	12.8
SATISFACTORY	3	14	29.8
GOOD	4	19	40.4
EXCELLENT	5	6	12.8
OUT OF RANGE		46	MISSING
	TOTAL	93	100.0

N.C.C. - SERVICES EVALUATION SPRING 1986 PAGE 165
FREQUENCY OF RESPONSE FOR EACH ITEM

III#91 D.O.A. 91. KNOWLEDGE OF IDERS

```
CODE
     I
   1 ****** (     2)
     I POOR
     I
   2 ***************** (     6)
     I FAIR
     I
   3 ****************************************** (    14)
     I SATISFACTORY
     I
   4 ********************************************************* (    19)
     I GOOD
     I
   5 ***************** (     6)
     I EXCELLENT
     I
     I.........I.........I.........I.........I.........I
     0         4         8        12        16        20
     FREQUENCY
```

MEAN 3.447 MEDIAN 3.579

VALID CASES 47 MISSING CASES 46

N.C.C. - SERVICES EVALUATION SPRING 1986 PAGE 166
FREQUENCY OF RESPONSE FOR EACH ITEM

III#92 D.O.A. 92. PROGRAM-STAFF-SUPPORT

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	5	9.4
FAIR	2	5	9.4
SATISFACTORY	3	16	30.2
GOOD	4	21	39.6
EXCELLENT	5	6	11.3
OUT OF RANGE		40	MISSING
	TOTAL	93	100.0

N.C.C. - SERVICES EVALUATION SPRING 1986 PAGE 167
FREQUENCY OF RESPONSE FOR EACH ITEM

III#92 D.O.A. 92. PROGRAM-STAFF-SUPPORT

```
CODE
     I
   1 ****** (     5)
     I POOR
     I
   2 ****** (     5)
     I FAIR
     I
   3 ***************** (    16)
     I SATISFACTORY
     I
   4 ********************** (    21)
     I GOOD
     I
   5 ******* (     6)
     I EXCELLENT
     I
     I.........I.........I.........I.........I.........I
     0        10        20        30        40        50
     FREQUENCY
```

MEAN 3.340 MEDIAN 3.524

VALID CASES 53 MISSING CASES 40

N.C.C. - SERVICES EVALUATION SPRING 1986 PAGE 168
FREQUENCY OF RESPONSE FOR EACH ITEM

III#93 D.O.A. 93. SOUND FISCAL MGMT. RESOURCES

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	2	3.3
FAIR	2	6	10.0
SATISFACTORY	3	14	23.3
GOOD	4	25	41.7
EXCELLENT	5	13	21.7
OUT OF RANGE		33	MISSING
	TOTAL	93	100.0

N.C.C. - SERVICES EVALUATION SPRING 1986 PAGE 169
FREQUENCY OF RESPONSE FOR EACH ITEM

III#93 D.O.A. 93. SOUND FISCAL MGMT. RESOURCES

```
CODE
     I
   1 *** (     2)
     I POOR
     I
   2 ******* (     6)
     I FAIR
     I
   3 **************** (    14)
     I SATISFACTORY
     I
   4 ***************************** (    25)
     I GOOD
     I
   5 *************** (    13)
     I EXCELLENT
     I
     I.........I.........I.........I.........I.........I
     0        10        20        30        40        50
     FREQUENCY
```

MEAN 3.683 MEDIAN 3.820

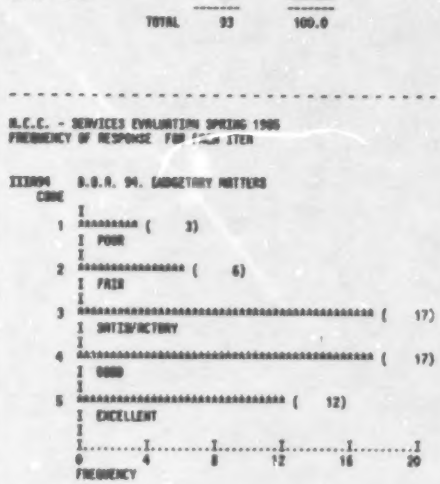
VALID CASES 60 MISSING CASES 33

BEST COPY AVAILABLE

III894 D.O.A. 94. BUDGETARY MATTERS

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	3	5.5
FAIR	2	6	10.9
SATISFACTORY	3	17	30.9
GOOD	4	17	30.9
EXCELLENT	5	12	21.8
OUT OF RANGE		38	MISSING
	TOTAL	93	100.0

III894 D.O.A. 94. BUDGETARY MATTERS
CODE



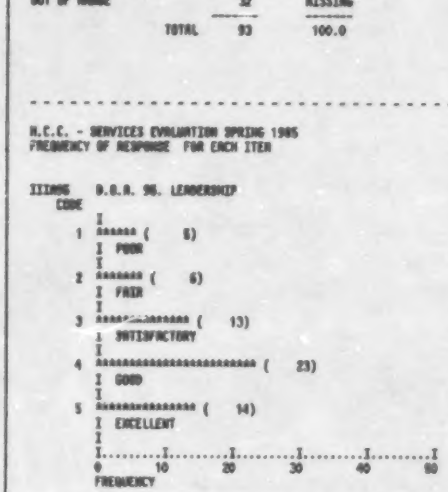
MEAN 3.627 MEDIAN 3.588

VALID CASES 55 MISSING CASES 38

III895 D.O.A. 95. LEADERSHIP

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	5	8.2
FAIR	2	6	9.8
SATISFACTORY	3	13	21.3
GOOD	4	23	37.7
EXCELLENT	5	14	23.0
OUT OF RANGE		32	MISSING
	TOTAL	93	100.0

III895 D.O.A. 95. LEADERSHIP
CODE



MEAN 3.574 MEDIAN 3.783

VALID CASES 61 MISSING CASES 32

III896 D.O.A. 96. OPEN MIND FOR OTHERS

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	10	16.9
FAIR	2	6	10.2
SATISFACTORY	3	10	16.9
GOOD	4	20	33.9
EXCELLENT	5	13	22.0
OUT OF RANGE		34	MISSING
	TOTAL	93	100.0

III896 D.O.A. 96. OPEN MIND FOR OTHERS
CODE

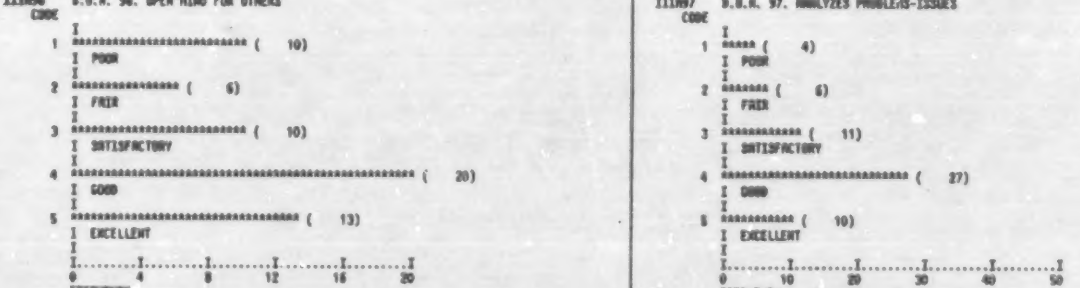
MEAN 3.339 MEDIAN 3.675

VALID CASES 59 MISSING CASES 34

III897 D.O.A. 97. ANALYZES PROBLEMS-ISSUES

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	4	6.9
FAIR	2	6	10.3
SATISFACTORY	3	11	19.0
GOOD	4	27	46.6
EXCELLENT	5	10	17.2
OUT OF RANGE		35	MISSING
	TOTAL	93	100.0

III897 D.O.A. 97. ANALYZES PROBLEMS-ISSUES
CODE



MEAN 3.569 MEDIAN 3.796

VALID CASES 58 MISSING CASES 35

BEST COPY AVAILABLE

III898 D.O.H. 98. POSITIVE INSTITUTION REPR.

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
FAIR	2	3	4.8
SATISFACTORY	3	14	22.6
GOOD	4	26	41.9
EXCELLENT	5	19	30.6
OUT OF RANGE		31	MISSING
	TOTAL	93	100.0

III898 D.O.H. 98. POSITIVE INSTITUTION REPR.

CODE

2 *** (3)
I FAIR

3 ************** (14)
I SATISFACTORY

4 ************************** (26)
I GOOD

5 ******************* (19)
I EXCELLENT

I.....I.....I.....I.....I.....I
0 10 20 30 40 50
FREQUENCY

MEAN 3.984 MEDIAN 4.038

VALID CASES 62 MISSING CASES 31

III8100 GEN.S. 100. FACILITIES

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	3	3.3
FAIR	2	11	12.1
SATISFACTORY	3	31	34.1
GOOD	4	24	26.4
EXCELLENT	5	22	24.2
OUT OF RANGE		2	MISSING
	TOTAL	93	100.0

III8100 GEN.S. 100. FACILITIES

CODE

1 **** (3)
I POOR

2 *********** (11)
I FAIR

3 ********************************** (31)
I SATISFACTORY

4 ************************ (24)
I GOOD

5 ********************** (22)
I EXCELLENT

I.....I.....I.....I.....I.....I
0 10 20 30 40 50
FREQUENCY

MEAN 3.560 MEDIAN 3.521

VALID CASES 91 MISSING CASES 2

III8101 GEN.S. 101. GROUNDS

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	2	2.2
FAIR	2	2	2.2
SATISFACTORY	3	17	18.9
GOOD	4	35	38.9
EXCELLENT	5	34	37.8
OUT OF RANGE		3	MISSING
	TOTAL	93	100.0

III8101 GEN.S. 101. GROUNDS

CODE

1 *** (2)
I POOR

2 *** (2)
I FAIR

3 ****************** (17)
I SATISFACTORY

4 ************************************ (35)
I GOOD

5 ********************************** (34)
I EXCELLENT

I.....I.....I.....I.....I.....I
0 10 20 30 40 50
FREQUENCY

MEAN 4.078 MEDIAN 4.186

VALID CASES 90 MISSING CASES 3

III8102 GEN.S. 102. SHOP SERVICES

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	2	2.3
SATISFACTORY	3	2	2.3
GOOD	4	24	27.6
EXCELLENT	5	59	67.8
OUT OF RANGE		6	MISSING
	TOTAL	93	100.0

III8102 GEN.S. 102. SHOP SERVICES

CODE

1 ** (2)
I POOR

3 ** (2)
I SATISFACTORY

4 ************ (24)
I GOOD

5 ********************************** (59)
I EXCELLENT

I.....I.....I.....I.....I.....I
0 20 40 60 80 100
FREQUENCY

MEAN 4.586 MEDIAN 4.763

VALID CASES 87 MISSING CASES 6

BEST COPY AVAILABLE

IIIB103 GEN.S. 103. PURCHASING

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	3	3.7
FAIR	2	8	9.8
SATISFACTORY	3	15	18.3
GOOD	4	32	39.0
EXCELLENT	5	24	29.3
OUT OF RANGE		11	MISSING
	TOTAL	93	100.0

IIIB103 GEN.S. 103. PURCHASING

```
   CODE
      I
    1 **** (     3)
      I POOR
      I
    2 ******** (     8)
      I FAIR
      I
    3 **************** (    15)
      I SATISFACTORY
      I
    4 ********************************* (    32)
      I GOOD
      I
    5 ************************ (    24)
      I EXCELLENT
      I
      I.........I.........I.........I.........I.........I
      0        10        20        30        40        50
      FREQUENCY
```

MEAN 3.805 MEDIAN 3.969

VALID CASES 82 MISSING CASES 11

IIIC105 PERS. 105. STAFF PERFORMANCE

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	9	13.0
FAIR	2	11	15.9
SATISFACTORY	3	23	33.3
GOOD	4	23	33.3
EXCELLENT	5	3	4.3
OUT OF RANGE		24	MISSING
	TOTAL	93	100.0

IIIC105 PERS. 105. STAFF PERFORMANCE

```
   CODE
      I
    1 ********** (    9)
      I POOR
      I
    2 ************ (    11)
      I FAIR
      I
    3 ************************* (    23)
      I SATISFACTORY
      I
    4 ************************* (    23)
      I GOOD
      I
    5 **** (     3)
      I EXCELLENT
      I
      I.........I.........I.........I.........I.........I
      0        10        20        30        40        50
      FREQUENCY
```

MEAN 3.000 MEDIAN 3.130

VALID CASES 69 MISSING CASES 24

IIIC106 PERS. 106. BENEFITS

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	2	2.2
FAIR	2	5	5.5
SATISFACTORY	3	19	20.9
GOOD	4	40	44.0
EXCELLENT	5	25	27.5
OUT OF RANGE		2	MISSING
	TOTAL	93	100.0

IIIC106 PERS. 106. BENEFITS

```
   CODE
      I
    1 *** (     2)
      I POOR
      I
    2 ***** (     5)
      I FAIR
      I
    3 ********************* (    19)
      I SATISFACTORY
      I
    4 ********************************************* (    40)
      I GOOD
      I
    5 ***************************** (    25)
      I EXCELLENT
      I
      I.........I.........I.........I.........I.........I
      0        10        20        30        40        50
      FREQUENCY
```

MEAN 3.890 MEDIAN 3.988

VALID CASES 91 MISSING CASES 2

IIIC107 PERS. 107. RECRUITMENT

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	10	13.5
FAIR	2	13	17.6
SATISFACTORY	3	21	28.4
GOOD	4	24	32.4
EXCELLENT	5	6	8.1
OUT OF RANGE		19	MISSING
	TOTAL	93	100.0

IIIC107 PERS. 107. RECRUITMENT

```
   CODE
      I
    1 ********** (    10)
      I POOR
      I
    2 ************** (    13)
      I FAIR
      I
    3 ************************ (    21)
      I SATISFACTORY
      I
    4 ************************* (    24)
      I GOOD
      I
    5 ******* (     6)
      I EXCELLENT
      I
      I.........I.........I.........I.........I.........I
      0        10        20        30        40        50
      FREQUENCY
```

MEAN 3.041 MEDIAN 3.167

VALID CASES 74 MISSING CASES 19

BEST COPY AVAILABLE

N.C.C. - SERVICES EVALUATION SPRING 1986 PAGE 194
FREQUENCY OF RESPONSE FOR EACH ITEM

IIIC108 PERS. 108. POLICIES & PROCEDURES

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	10	12.0
FAIR	2	18	21.7
SATISFACTORY	3	23	27.7
GOOD	4	21	25.3
EXCELLENT	5	11	13.3
OUT OF RANGE		10	MISSING
	TOTAL	93	100.0

N.C.C. - SERVICES EVALUATION SPRING 1986 PAGE 195
FREQUENCY OF RESPONSE FOR EACH ITEM

IIIC108 PERS. 108. POLICIES & PROCEDURES

```
   CODE
        I
     1  ********** (   10)
        I  POOR
        I
     2  ****************** (   18)
        I  FAIR
        I
     3  ************************ (   23)
        I  SATISFACTORY
        I
     4  ********************** (   21)
        I  GOOD
        I
     5  ************ (   11)
        I  EXCELLENT
        I
        I.........I.........I.........I.........I.........I
        0        10        20        30        40        50
        FREQUENCY
```

MEAN 3.060 MEDIAN 3.087

VALID CASES 83 MISSING CASES 10

N.C.C. - SERVICES EVALUATION SPRING 1986 PAGE 196
FREQUENCY OF RESPONSE FOR EACH ITEM

IIIP110 COMPT. CEN. 110. PROMPT ASSISTANCE

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
FAIR	2	1	1.9
SATISFACTORY	3	13	25.0
GOOD	4	19	36.5
EXCELLENT	5	19	36.5
OUT OF RANGE		41	MISSING
	TOTAL	93	100.0

N.C.C. - SERVICES EVALUATION SPRING 1986 PAGE 197
FREQUENCY OF RESPONSE FOR EACH ITEM

IIID110 COMPT. CEN. 110. PROMPT ASSISTANCE

```
   CODE
        I
     2  **** (    1)
        I  FAIR
        I
     3  ************************************ (   13)
        I  SATISFACTORY
        I
     4  ************************************************** (   19)
        I  GOOD
        I
     5  ************************************************** (   19)
        I  EXCELLENT
        I
        I.........I.........I.........I.........I.........I
        0         4         8        12        16        20
        FREQUENCY
```

MEAN 4.077 MEDIAN 4.132

VALID CASES 52 MISSING CASES 41

N.C.C. - SERVICES EVALUATION SPRING 1986 PAGE 198
FREQUENCY OF RESPONSE FOR EACH ITEM

IIID111 COMPT. CEN. 111. USER RESOLUTIONS

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
FAIR	2	3	6.0
SATISFACTORY	3	11	22.0
GOOD	4	21	42.0
EXCELLENT	5	15	30.0
OUT OF RANGE		43	MISSING
	TOTAL	93	100.0

N.C.C. - SERVICES EVALUATION SPRING 1986 PAGE 199
FREQUENCY OF RESPONSE FOR EACH ITEM

IIID111 COMPT. CEN. 111. USER RESOLUTIONS

```
   CODE
        I
     2  **** (    3)
        I  FAIR
        I
     3  ********** (   11)
        I  SATISFACTORY
        I
     4  ********************** (   21)
        I  GOOD
        I
     5  **************** (   16)
        I  EXCELLENT
        I
        I.........I.........I.........I.........I.........I
        0        10        20        30        40        50
        FREQUENCY
```

MEAN 3.960 MEDIAN 4.024

VALID CASES 50 MISSING CASES 43

N.C.C. - SERVICES EVALUATION SPRING 1986 PAGE 200
FREQUENCY OF RESPONSE FOR EACH ITEM

IIID112 COMPT. CEN. 112. DESIGN INFO SYSTEMS

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	1	2.9
FAIR	2	2	5.7
SATISFACTORY	3	12	34.3
GOOD	4	15	42.9
EXCELLENT	5	5	14.3
OUT OF RANGE		58	MISSING
	TOTAL	93	100.0

N.C.C. - SERVICES EVALUATION SPRING 1986 PAGE 201
FREQUENCY OF RESPONSE FOR EACH ITEM

IIID112 COMPT. CEN. 112. DESIGN INFO SYSTEMS

```
   CODE
        I
     1  **** (    1)
        I  POOR
        I
     2  ****** (    2)
        I  FAIR
        I
     3  ********************************** (   12)
        I  SATISFACTORY
        I
     4  ****************************************** (   15)
        I  GOOD
        I
     5  ***************** (    6)
        I  EXCELLENT
        I
        I.........I.........I.........I.........I.........I
        0         4         8        12        16        20
        FREQUENCY
```

MEAN 3.600 MEDIAN 3.667

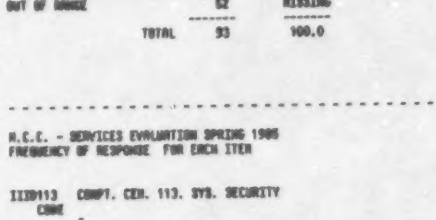
VALID CASES 35 MISSING CASES 58

BEST COPY AVAILABLE

IIID113 COMPT. CEN. 113. SYS. SECURITY

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
FAIR	2	2	4.9
SATISFACTORY	3	13	31.7
GOOD	4	13	31.7
EXCELLENT	5	13	31.7
OUT OF RANGE		52	MISSING
	TOTAL	93	100.0

IIID113 COMPT. CEN. 113. SYS. SECURITY



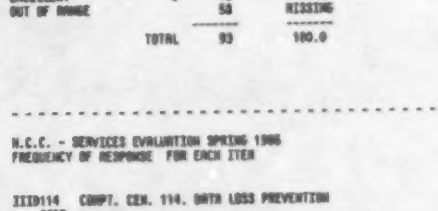
MEAN 3.902 MEDIAN 3.923

VALID CASES 41 MISSING CASES 52

IIID114 COMPT. CEN. 114. DATA LOSS PREVENTION

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	1	2.9
FAIR	2	2	5.7
SATISFACTORY	3	10	28.6
GOOD	4	10	28.6
EXCELLENT	5	12	34.3
OUT OF RANGE		58	MISSING
	TOTAL	93	100.0

IIID114 COMPT. CEN. 114. DATA LOSS PREVENTION



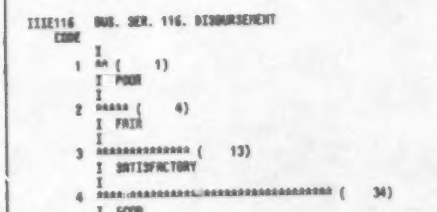
MEAN 3.957 MEDIAN 3.950

VALID CASES 35 MISSING CASES 58

IIIE116 BUS. SER. 116. DISBURSEMENT

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	1	1.2
FAIR	2	4	4.7
SATISFACTORY	3	13	15.3
GOOD	4	34	40.0
EXCELLENT	5	33	38.8
OUT OF RANGE		8	MISSING
	TOTAL	93	100.0

IIIE116 BUS. SER. 116. DISBURSEMENT



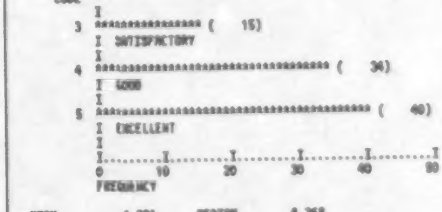
MEAN 4.106 MEDIAN 4.221

VALID CASES 85 MISSING CASES 8

IIIE117 BUS. SER. 117. PAYROLL

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
SATISFACTORY	3	15	16.9
GOOD	4	34	38.2
EXCELLENT	5	40	44.9
OUT OF RANGE		4	MISSING
	TOTAL	93	100.0

IIIE117 BUS. SER. 117. PAYROLL



MEAN 4.291 MEDIAN 4.368

VALID CASES 89 MISSING CASES 4

BEST COPY AVAILABLE

H.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 210
FREQUENCY OF RESPONSE FOR EACH ITEM

IIIE118 BUS. SER. 118. COST REPORTS

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	1	1.6
FAIR	2	5	8.2
SATISFACTORY	3	18	29.5
GOOD	4	21	34.4
EXCELLENT	5	16	26.2
OUT OF RANGE		32	MISSING
	TOTAL	93	100.0

H.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 211
FREQUENCY OF RESPONSE FOR EACH ITEM

IIIE118 BUS. SER. 118. COST REPORTS

```
  CODE
       I
     1 ** (     1)
       I POOR
       I
     2 ****** (     5)
       I FAIR
       I
     3 ********************* (    18)
       I SATISFACTORY
       I
     4 ************************ (    21)
       I GOOD
       I
     5 ****************** (    16)
       I EXCELLENT
       I
       I.........I.........I.........I.........I.........I
       0        10        20        30        40        50
       FREQUENCY
```

MEAN 3.754 MEDIAN 3.810

VALID CASES 61 MISSING CASES 32

H.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 212
FREQUENCY OF RESPONSE FOR EACH ITEM

IIIE119 BUS. SER. 119 OPERATION BUDGET ISSUES

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	2	3.3
FAIR	2	6	10.0
SATISFACTORY	3	14	23.3
GOOD	4	23	38.3
EXCELLENT	5	15	25.0
OUT OF RANGE		33	MISSING
	TOTAL	93	100.0

H.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 213
FREQUENCY OF RESPONSE FOR EACH ITEM

IIIE119 BUS. SER. 119 OPERATION BUDGET ISSUES

```
  CODE
       I
     1 *** (     2)
       I POOR
       I
     2 ******* (     6)
       I FAIR
       I
     3 **************** (    14)
       I SATISFACTORY
       I
     4 *************************** (    23)
       I GOOD
       I
     5 ***************** (    15)
       I EXCELLENT
       I
       I.........I.........I.........I.........I.........I
       0        10        20        30        40        50
       FREQUENCY
```

MEAN 3.717 MEDIAN 3.848

VALID CASES 60 MISSING CASES 33

H.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 214
FREQUENCY OF RESPONSE FOR EACH ITEM

IIIF121 AUXIL. 121. BOOKSTORE

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
SATISFACTORY	3	9	10.3
GOOD	4	31	35.6
EXCELLENT	5	47	54.0
OUT OF RANGE		6	MISSING
	TOTAL	93	100.0

H.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 215
FREQUENCY OF RESPONSE FOR EACH ITEM

IIIF121 AUXIL. 121. BOOKSTORE

```
  CODE
       I
     3 ********* (     9)
       I SATISFACTORY
       I
     4 ******************************** (    31)
       I GOOD
       I
     5 ********************************************** (    47)
       I EXCELLENT
       I
       I.........I.........I.........I.........I.........I
       0        10        20        30        40        50
       FREQUENCY
```

MEAN 4.437 MEDIAN 4.574

VALID CASES 87 MISSING CASES 6

H.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 216
FREQUENCY OF RESPONSE FOR EACH ITEM

IIIF122 AUXIL. 122. CAFETERIA

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	11	12.5
FAIR	2	6	6.8
SATISFACTORY	3	28	31.8
GOOD	4	32	36.4
EXCELLENT	5	11	12.5
OUT OF RANGE		5	MISSING
	TOTAL	93	100.0

H.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 217
FREQUENCY OF RESPONSE FOR EACH ITEM

IIIF122 AUXIL. 122. CAFETERIA

```
  CODE
       I
     1 *********** (    11)
       I POOR
       I
     2 ******* (     6)
       I FAIR
       I
     3 ************************** (    28)
       I SATISFACTORY
       I
     4 ******************************** (    32)
       I GOOD
       I
     5 *********** (    11)
       I EXCELLENT
       I
       I.........I.........I.........I.........I.........I
       0        10        20        30        40        50
       FREQUENCY
```

MEAN 3.295 MEDIAN 3.464

VALID CASES 88 MISSING CASES 5

BEST COPY AVAILABLE

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 218
FREQUENCY OF RESPONSE FOR EACH ITEM

IIIF123 AVAIL. 123. VENDING

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	8	9.3
FAIR	2	13	15.1
SATISFACTORY	3	39	46.3
GOOD	4	22	25.6
EXCELLENT	5	4	4.7
OUT OF RANGE		7	MISSING
	TOTAL	93	100.0

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 219
FREQUENCY OF RESPONSE FOR EACH ITEM

IIIF123 AVAIL. 123. VENDING

```
  CODE
       I
     1 ********* (     8)
       I POOR
       I
     2 ************** (    13)
       I FAIR
       I
     3 ********************************************* (    39)
       I SATISFACTORY
       I
     4 ************************* (    22)
       I GOOD
       I
     5 ***** (     4)
       I EXCELLENT
       I
       I.........I.........I.........I.........I.........I
       0        10        20        30        40        50
       FREQUENCY
```

MEAN 3.012 MEDIAN 3.064

VALID CASES 86 MISSING CASES 7

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 220
FREQUENCY OF RESPONSE FOR EACH ITEM

IVR125 B.D.S. 125. MEN IDEAS

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	2	3.8
FAIR	2	4	7.7
SATISFACTORY	3	14	26.9
GOOD	4	23	44.2
EXCELLENT	5	9	17.3
OUT OF RANGE		41	MISSING
	TOTAL	93	100.0

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 221
FREQUENCY OF RESPONSE FOR EACH ITEM

IVR125 B.D.S. 125. MEN IDEAS

```
  CODE
       I
     1 *** (     2)
       I POOR
       I
     2 ***** (     4)
       I FAIR
       I
     3 ****************** (    14)
       I SATISFACTORY
       I
     4 ***************************** (    23)
       I GOOD
       I
     5 ********** (     9)
       I EXCELLENT
       I
       I.........I.........I.........I.........I.........I
       0        10        20        30        40        50
       FREQUENCY
```

MEAN 3.635 MEDIAN 3.761

VALID CASES 52 MISSING CASES 41

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 222
FREQUENCY OF RESPONSE FOR EACH ITEM

IVR126 B.D.S. 126. SUPPORT-DEVELOPMENT

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	2	3.8
FAIR	2	4	7.5
SATISFACTORY	3	16	30.2
GOOD	4	22	41.5
EXCELLENT	5	9	17.0
OUT OF RANGE		40	MISSING
	TOTAL	93	100.0

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 223
FREQUENCY OF RESPONSE FOR EACH ITEM

IVR126 B.D.S. 126. SUPPORT-DEVELOPMENT

```
  CODE
       I
     1 *** (     2)
       I POOR
       I
     2 ***** (     4)
       I FAIR
       I
     3 ***************** (    16)
       I SATISFACTORY
       I
     4 ************************ (    22)
       I GOOD
       I
     5 ********** (     9)
       I EXCELLENT
       I
       I.........I.........I.........I.........I.........I
       0        10        20        30        40        50
       FREQUENCY
```

MEAN 3.804 MEDIAN 3.705

VALID CASES 53 MISSING CASES 40

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 224
FREQUENCY OF RESPONSE FOR EACH ITEM

IVR127 B.D.S. 127. AGNT. PROVISION

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	4	8.9
FAIR	2	7	15.6
SATISFACTORY	3	15	33.3
GOOD	4	16	35.6
EXCELLENT	5	3	6.7
OUT OF RANGE		48	MISSING
	TOTAL	93	100.0

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 225
FREQUENCY OF RESPONSE FOR EACH ITEM

IVR127 B.D.S. 127. AGNT. PROVISION

```
  CODE
       I
     1 ********** (     4)
       I POOR
       I
     2 ****** (     7)
       I FAIR
       I
     3 ********** (    15)
       I SATISFACTORY
       I
     4 ************************************ (    16)
       I GOOD
       I
     5 ******** (     3)
       I EXCELLENT
       I
       I.........I.........I.........I.........I.........I
       0         4         8        12        16        20
       FREQUENCY
```

MEAN 3.166 MEDIAN 3.267

VALID CASES 45 MISSING CASES 48

BEST COPY AVAILABLE

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 226
FREQUENCY OF RESPONSE FOR EACH ITEM

IVR128 D.O.S. 128. STUDENT RETENTION

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	7	12.5
FAIR	2	7	12.5
SATISFACTORY	3	20	35.7
GOOD	4	17	30.4
EXCELLENT	5	5	8.9
OUT OF RANGE		37	MISSING
	TOTAL	93	100.0

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 227
FREQUENCY OF RESPONSE FOR EACH ITEM

IVR128 D.O.S. 128. STUDENT RETENTION
CODE

```
     1  ********************  (     7)
        I  POOR
        I
     2  ********************  (     7)
        I  FAIR
        I
     3  ************************************************************  (    20)
        I  SATISFACTORY
        I
     4  ************************************************  (    17)
        I  GOOD
        I
     5  ***************  (     5)
        I  EXCELLENT
        I
        I.........I.........I.........I.........I.........I
        0         4         8        12        16        20
        FREQUENCY
```

MEAN 3.107 MEDIAN 3.200

VALID CASES 56 MISSING CASES 37

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 228
FREQUENCY OF RESPONSE FOR EACH ITEM

IVR129 D.O.S. 129. POSITION OF INSTITUTION

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	5	8.2
FAIR	2	8	13.1
SATISFACTORY	3	17	27.9
GOOD	4	26	42.6
EXCELLENT	5	5	8.2
OUT OF RANGE		32	MISSING
	TOTAL	93	100.0

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 229
FREQUENCY OF RESPONSE FOR EACH ITEM

IVR129 D.O.S. 129. POSITION OF INSTITUTION
CODE

```
     1  ******  (     5)
        I  POOR
        I
     2  *********  (     8)
        I  FAIR
        I
     3  *******************  (    17)
        I  SATISFACTORY
        I
     4  ****************************  (    26)
        I  GOOD
        I
     5  ******  (     5)
        I  EXCELLENT
        I
        I.........I.........I.........I.........I.........I
        0        10        20        30        40        50
        FREQUENCY
```

MEAN 3.295 MEDIAN 3.519

VALID CASES 61 MISSING CASES 32

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 230
FREQUENCY OF RESPONSE FOR EACH ITEM

IVR130 D.O.S. 130. RESPONSIVE TO

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	5	8.9
FAIR	2	7	12.5
SATISFACTORY	3	14	25.0
GOOD	4	24	42.9
EXCELLENT	5	6	10.7
OUT OF RANGE		37	MISSING
	TOTAL	93	100.0

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 231
FREQUENCY OF RESPONSE FOR EACH ITEM

IVR130 D.O.S. 130. RESPONSIVE TO
CODE

```
     1  ******  (     5)
        I  POOR
        I
     2  ********  (     7)
        I  FAIR
        I
     3  **********  (    14)
        I  SATISFACTORY
        I
     4  ************************  (    24)
        I  GOOD
        I
     5  *******  (     6)
        I  EXCELLENT
        I
        I.........I.........I.........I.........I.........I
        0        10        20        30        40        50
        FREQUENCY
```

MEAN 3.339 MEDIAN 3.583

VALID CASES 56 MISSING CASES 37

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 232
FREQUENCY OF RESPONSE FOR EACH ITEM

IVR131 D.O.S. 131. INPUT

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	5	10.4
FAIR	2	7	14.6
SATISFACTORY	3	10	20.8
GOOD	4	21	43.8
EXCELLENT	5	5	10.4
OUT OF RANGE		46	MISSING
	TOTAL	93	100.0

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 233
FREQUENCY OF RESPONSE FOR EACH ITEM

IVR131 D.O.S. 131. INPUT
CODE

```
     1  ******  (     5)
        I  POOR
        I
     2  *******  (     7)
        I  FAIR
        I
     3  **********  (    10)
        I  SATISFACTORY
        I
     4  *********************  (    21)
        I  GOOD
        I
     5  ******  (     5)
        I  EXCELLENT
        I
        I.........I.........I.........I.........I.........I
        0        10        20        30        40        50
        FREQUENCY
```

MEAN 3.292 MEDIAN 3.595

VALID CASES 48 MISSING CASES 46

BEST COPY AVAILABLE

IVR132 D.O.S. 132. ISSUE CONFRONTATION

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	6	13.0
FAIR	2	3	6.5
SATISFACTORY	3	19	41.3
GOOD	4	14	30.4
EXCELLENT	5	4	8.7
OUT OF RANGE		47	MISSING
	TOTAL	93	100.0

IVR132 D.O.S. 132. ISSUE CONFRONTATION
CODE

1 ********** (6)
I POOR
2 ********* (3)
I FAIR
3 ********** (19)
I SATISFACTORY
4 ********** (14)
I GOOD
5 ********** (4)
I EXCELLENT

I.....I.....I.....I.....I.....I
0 4 8 12 16 20
FREQUENCY

MEAN 3.152 MEDIAN 3.237

VALID CASES 46 MISSING CASES 47

IVR133 D.O.S. 133. COLLEGE REPRESENTATI...

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	1	1.7
FAIR	2	5	8.5
SATISFACTORY	3	13	22.0
GOOD	4	22	37.3
EXCELLENT	5	18	30.5
OUT OF RANGE		34	MISSING
	TOTAL	93	100.0

IVR133 D.O.S. 133. COLLEGE REPRESENTATION
CODE

1 ** (1)
I POOR
2 ****** (5)
I FAIR
3 ********** (13)
I SATISFACTORY
4 ********** (22)
I GOOD
5 ********** (18)
I EXCELLENT

I.....I.....I.....I.....I.....I
0 10 20 30 40 50
FREQUENCY

MEAN 3.864 MEDIAN 3.977

VALID CASES 59 MISSING CASES 34

IV8135 ADMIS.135. ADMIS. COMMUNICATION

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	3	4.7
FAIR	2	6	9.4
SATISFACTORY	3	28	43.8
GOOD	4	26	40.6
EXCELLENT	5	1	1.6
OUT OF RANGE		29	MISSING
	TOTAL	93	100.0

IV8135 ADMIS.135. ADMIS. COMMUNICATION
CODE

1 **** (3)
I POOR
2 ******* (6)
I FAIR
3 ********** (28)
I SATISFACTORY
4 ********** (26)
I GOOD
5 ** (1)
I EXCELLENT

I.....I.....I.....I.....I.....I
0 10 20 30 40 50
FREQUENCY

MEAN 3.250 MEDIAN 3.321

VALID CASES 64 MISSING CASES 29

IV8136 ADMIS. 136. COUNSELING

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	2	3.7
FAIR	2	5	9.3
SATISFACTORY	3	23	42.6
GOOD	4	23	42.6
EXCELLENT	5	1	1.9
OUT OF RANGE		39	MISSING
	TOTAL	93	100.0

IV8136 ADMIS. 136. COUNSELING
CODE

1 *** (2)
I POOR
2 ****** (5)
I FAIR
3 ********** (23)
I SATISFACTORY
4 ********** (23)
I GOOD
5 ** (1)
I EXCELLENT

I.....I.....I.....I.....I.....I
0 10 20 30 40 50
FREQUENCY

MEAN 3.296 MEDIAN 3.370

VALID CASES 54 MISSING CASES 39

BEST COPY AVAILABLE

IV0137 ADMIS. 137. N.S. INFO. DISTRIBUTION

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	1	2.9
FAIR	2	4	11.4
SATISFACTORY	3	13	37.1
GOOD	4	14	40.0
EXCELLENT	5	3	8.6
OUT OF RANGE		58	MISSING
	TOTAL	93	100.0

IV0137 ADMIS. 137. N.S. INFO. DISTRIBUTION

CODE

1 **** (1)
I POOR

2 ********** (4)
I FAIR

3 ********** (13)
I SATISFACTORY

4 ********** (14)
I GOOD

5 ********* (3)
I EXCELLENT

I.....I.....I.....I.....I.....I
0 4 8 12 16 20
FREQUENCY

MEAN 3.400 MEDIAN 3.462

VALID CASES 35 MISSING CASES 58

IVC139 REC.139. REGISTRATION PROCEDURES

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	2	2.8
FAIR	2	8	11.3
SATISFACTORY	3	21	29.6
GOOD	4	33	46.5
EXCELLENT	5	7	9.9
OUT OF RANGE		22	MISSING
	TOTAL	93	100.0

IVC139 REC.139. REGISTRATION PROCEDURES

CODE

1 *** (2)
I POOR

2 ********* (8)
I FAIR

3 ********** (21)
I SATISFACTORY

4 ********** (33)
I GOOD

5 ******* (7)
I EXCELLENT

I.....I.....I.....I.....I.....I
0 10 20 30 40 50
FREQUENCY

MEAN 3.493 MEDIAN 3.636

VALID CASES 71 MISSING CASES 22

IVC140 REC. 140. RECORDS MAINT.

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	2	2.9
FAIR	2	7	10.0
SATISFACTORY	3	25	35.7
GOOD	4	28	40.0
EXCELLENT	5	8	11.4
OUT OF RANGE		23	MISSING
	TOTAL	93	100.0

IVC140 REC. 140. RECORDS MAINT.

CODE

1 *** (2)
I POOR

2 ******** (7)
I FAIR

3 ********** (25)
I SATISFACTORY

4 ********** (28)
I GOOD

5 ********* (8)
I EXCELLENT

I.....I.....I.....I.....I.....I
0 10 20 30 40 50
FREQUENCY

MEAN 3.471 MEDIAN 3.536

VALID CASES 70 MISSING CASES 23

IV0142 COUNSEL 142. ADVISING

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	1	1.9
FAIR	2	2	3.8
SATISFACTORY	3	23	43.4
GOOD	4	20	37.7
EXCELLENT	5	7	13.2
OUT OF RANGE		40	MISSING
	TOTAL	93	100.0

IV0142 COUNSEL 142. ADVISING

CODE

1 ** (1)
I POOR

2 *** (2)
I FAIR

3 ********** (23)
I SATISFACTORY

4 ********** (20)
I GOOD

5 ******* (7)
I EXCELLENT

I.....I.....I.....I.....I.....I
0 10 20 30 40 50
FREQUENCY

MEAN 3.566 MEDIAN 3.625

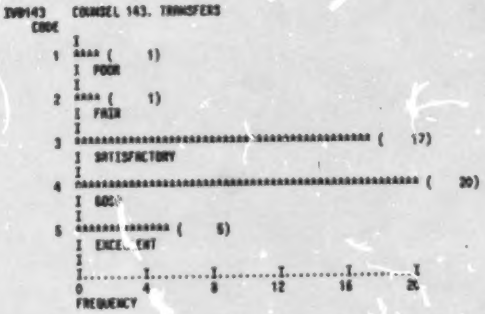
VALID CASES 53 MISSING CASES 40

BEST COPY AVAILABLE

IV0143 COUNSEL 143. TRANSFERS

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	1	2.3
FAIR	2	1	2.3
SATISFACTORY	3	17	38.6
GOOD	4	20	45.5
EXCELLENT	5	5	11.4
OUT OF RANGE		49	MISSING
	TOTAL	93	100.0

IV0143 COUNSEL 143. TRANSFERS



MEAN 3.614 MEDIAN 3.650

VALID CASES 44 MISSING CASES 49

IV0144 COUNSEL 144. PLACEMENT

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	2	5.1
FAIR	2	5	12.8
SATISFACTORY	3	15	38.5
GOOD	4	14	35.9
EXCELLENT	5	3	7.7
OUT OF RANGE		54	MISSING
	TOTAL	93	100.0

IV0144 COUNSEL 144. PLACEMENT

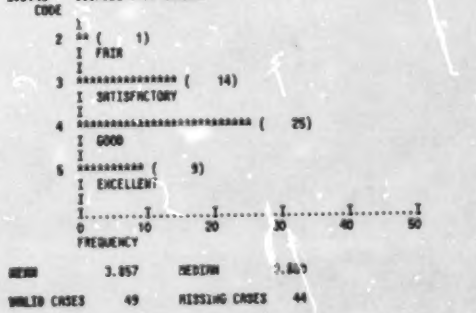
MEAN 3.282 MEDIAN 3.337

VALID CASES 39 MISSING CASES 54

IV0145 COUNSEL 145. CAREER

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
FAIR	2	1	2.0
SATISFACTORY	3	14	28.6
GOOD	4	25	51.0
EXCELLENT	5	9	18.4
OUT OF RANGE		44	MISSING
	TOTAL	93	100.0

IV0145 COUNSEL 145. CAREER



MEAN 3.857 MEDIAN 3.869

VALID CASES 49 MISSING CASES 44

IV0146 COUNSEL 146. PERSONAL

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	1	2.2
SATISFACTORY	3	7	15.2
GOOD	4	27	58.7
EXCELLENT	5	11	23.9
OUT OF RANGE		47	MISSING
	TOTAL	93	100.0

IV0146 COUNSEL 146. PERSONAL

MEAN 4.022 MEDIAN 4.054

VALID CASES 46 MISSING CASES 47

BEST COPY AVAILABLE

IV0147 COUNSEL 147. LEARNING IMPROVEMENT

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	3	7.3
FAIR	2	4	9.8
SATISFACTORY	3	11	26.8
GOOD	4	17	41.5
EXCELLENT	5	6	14.6
OUT OF RANGE		52	MISSING
	TOTAL	93	100.0

IV0147 COUNSEL 147. LEARNING IMPROVEMENT

CODE

1 ********** (3)
I POOR
2 ********** (4)
I FAIR
3 ********** (11)
I SATISFACTORY
4 ********** (17)
I GOOD
5 ********** (6)
I EXCELLENT
I.....I.....I.....I.....I.....I
0 4 8 12 16 20
FREQUENCY

MEAN 3.463 MEDIAN 3.647

VALID CASES 41 MISSING CASES 52

IV0148 COUNSEL 148. HUMAN DEVELPT.

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
FAIR	2	2	4.3
SATISFACTORY	3	13	28.3
GOOD	4	22	47.8
EXCELLENT	5	9	19.6
OUT OF RANGE		47	MISSING
	TOTAL	93	100.0

IV0148 COUNSEL 148. HUMAN DEVELPT.

CODE

I
2 ********** (2)
I FAIR
I
3 ********** (13)
I SATISFACTORY
I
4 ********** (22)
I GOOD
I
5 ********** (9)
I EXCELLENT
I
I.....I.....I.....I.....I.....I
0 10 20 30 40 50
FREQUENCY

MEAN 3.8 6 MEDIAN 3.864

VALID CASES 46 MISSING CASES 47

IVE150 AID 150. AID INFO.

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	7	14.3
FAIR	2	7	14.3
SATISFACTORY	3	16	32.7
GOOD	4	15	30.6
EXCELLENT	5	4	8.2
OUT OF RANGE		44	MISSING
	TOTAL	93	100.0

IVE150 AID 150. AID INFO.

CODE

1 ********** (7)
I POOR
2 ********** (7)
I FAIR
3 ********** (16)
I SATISFACTORY
4 ********** (15)
I GOOD
5 ********** (4)
I EXCELLENT
I.....I.....I.....I.....I.....I
0 4 8 12 16 20
FREQUENCY

MEAN 3.041 MEDIAN 3.156

VALID CASES 49 MISSING CASES 44

IVE151 AID 151. AID SERVICES

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	4	11.4
FAIR	2	4	11.4
SATISFACTORY	3	11	31.4
GOOD	4	12	34.3
EXCELLENT	5	4	11.4
OUT OF RANGE		58	MISSING
	TOTAL	93	100.0

IVE151 AID 151. AID SERVICES

CODE

1 ********** (4)
I POOR
2 ********** (4)
I FAIR
3 ********** (11)
I SATISFACTORY
4 ********** (12)
I GOOD
5 ********** (4)
I EXCELLENT
I.....I.....I.....I.....I.....I
0 4 8 12 16 20
FREQUENCY

MEAN 3.229 MEDIAN 3.364

VALID CASES 35 MISSING CASES 58

BEST COPY AVAILABLE

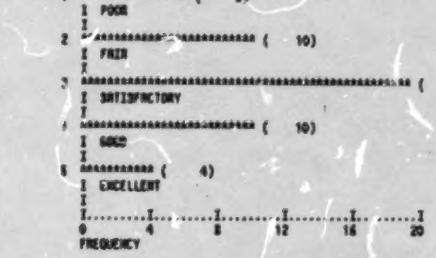
N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 266
FREQUENCY OF RESPONSE FOR EACH ITEM

IVE152 AID 152. SERVICES COORDINATION

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	6	12.2
FAIR	2	10	20.4
SATISFACTORY	3	19	38.8
GOOD	4	10	20.4
EXCELLENT	5	4	8.2
OUT OF RANGE		44	MISSING
	TOTAL	93	100.0

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 267
FREQUENCY OF RESPONSE FOR EACH ITEM

IVE152 AID 152. SERVICES COORDINATION
CODE



MEAN 2.918 MEDIAN 2.947

VALID CASES 49 MISSING CASES 44

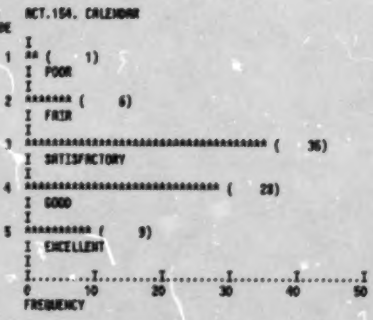
N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 268
FREQUENCY OF RESPONSE FOR EACH ITEM

IVF154 ACT.154. CALENDAR

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	1	1.3
FAIR	2	6	7.6
SATISFACTORY	3	35	44.3
GOOD	4	28	35.4
EXCELLENT	5	9	11.4
OUT OF RANGE		14	MISSING
	TOTAL	93	100.0

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 269
FREQUENCY OF RESPONSE FOR EACH ITEM

IVF154 ACT.154. CALENDAR
CODE



MEAN 3.481 MEDIAN 3.429

VALID CASES 79 MISSING CASES 14

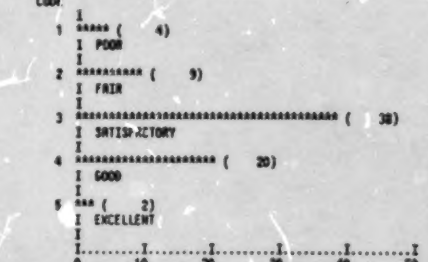
N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 270
FREQUENCY OF RESPONSE FOR EACH ITEM

IVF155 ACT. 155. ACT. PROGRAMS

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	4	5.5
FAIR	2	9	12.3
SATISFACTORY	3	38	52.1
GOOD	4	20	27.4
EXCELLENT	5	2	2.7
OUT OF RANGE		20	MISSING
	TOTAL	93	100.0

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 271
FREQUENCY OF RESPONSE FOR EACH ITEM

IVF155 ACT. 155. ACT. PROGRAMS
CODE



MEAN 3.096 MEDIAN 3.118

VALID CASES 73 MISSING CASES 20

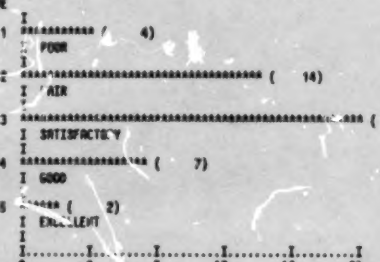
N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 272
FREQUENCY OF RESPONSE FOR EACH ITEM

IVF156 ACT. 156. CO-CURRICULAR

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	4	8.5
FAIR	2	14	29.8
SATISFACTORY	3	20	42.6
GOOD	4	7	14.9
EXCELLENT	5	2	4.3
OUT OF RANGE		46	MISSING
	TOTAL	93	100.0

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 273
FREQUENCY OF RESPONSE FOR EACH ITEM

IVF156 ACT. 156. CO-CURRICULAR
CODE



MEAN 2.766 MEDIAN 2.775

VALID CASES 47 MISSING CASES 46

BEST COPY AVAILABLE

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 274
FREQUENCY OF RESPONSE FOR EACH ITEM

IVF157 ACT. 157. STUDENT GOVT.

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	6	10.2
FAIR	2	11	18.6
SATISFACTORY	3	21	35.6
GOOD	4	15	25.4
EXCELLENT	5	6	10.2
OUT OF RANGE		34	MISSING
	TOTAL	93	100.0

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 275
FREQUENCY OF RESPONSE FOR EACH ITEM

IVF157 ACT. 157. STUDENT GOVT.

CODE

1 ****** (6)
I POOR
I
2 *********** (11)
I FAIR
I
3 ********** (21)
I SATISFACTORY
I
4 *************** (15)
I GOOD
I
5 ****** (6)
I EXCELLENT
I
I.....I.....I.....I.....I.....I
0 10 20 30 40 50
FREQUENCY

MEAN 3.068 MEDIAN 3.095

VALID CASES 59 MISSING CASES 34

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 276
FREQUENCY OF RESPONSE FOR EACH ITEM

IVG159 SECUR. 159. FORCE

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	3	4.2
FAIR	2	12	16.7
SATISFACTORY	3	26	36.1
GOOD	4	19	26.4
EXCELLENT	5	12	16.7
OUT OF RANGE		21	MISSING
	TOTAL	93	100.0

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 277
FREQUENCY OF RESPONSE FOR EACH ITEM

IVG159 SECUR. 159. FORCE

CODE

1 **** (3)
I POOR
I
2 ************ (12)
I FAIR
I
3 ************************** (26)
I SATISFACTORY
I
4 ******************** (19)
I GOOD
I
5 ************ (12)
I EXCELLENT
I
I.....I.....I.....I.....I.....I
0 10 20 30 40 50
FREQUENCY

MEAN 3.347 MEDIAN 3.308

VALID CASES 72 MISSING CASES 21

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 278
FREQUENCY OF RESPONSE FOR EACH ITEM

IVG160 SECUR. 160. FORCE PERFORMANCE

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	5	6.7
FAIR	2	19	21.8
SATISFACTORY	3	32	36.8
GOOD	4	22	25.3
EXCELLENT	5	9	10.3
OUT OF RANGE		6	MISSING
	TOTAL	93	100.0

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 279
FREQUENCY OF RESPONSE FOR EACH ITEM

IVG160 SECUR. 160. FORCE PERFORMANCE

CODE

1 ****** (5)
I POOR
I
2 ****************** (19)
I FAIR
I
3 ******************************** (32)
I SATISFACTORY
I
4 ********************** (22)
I GOOD
I
5 ********* (9)
I EXCELLENT
I
I.....I.....I.....I.....I.....I
0 10 20 30 40 50
FREQUENCY

MEAN 3.126 MEDIAN 3.109

VALID CASES 87 MISSING CASES 6

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 280
FREQUENCY OF RESPONSE FOR EACH ITEM

IVG161 SECUR. 161. APPEARANCE

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	1	1.2
FAIR	2	8	9.4
SATISFACTORY	3	34	40.0
GOOD	4	33	38.8
EXCELLENT	5	9	10.6
OUT OF RANGE		8	MISSING
	TOTAL	93	100.0

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 281
FREQUENCY OF RESPONSE FOR EACH ITEM

IVG161 SECUR. 161. APPEARANCE

CODE

1 ** (1)
I POOR
I
2 ******** (8)
I FAIR
I
3 ********************************** (38)
I SATISFACTORY
I
4 ****************************** (33)
I GOOD
I
5 ********* (9)
I EXCELLENT
I
I.....I.....I.....I.....I.....I
0 10 20 30 40 50
FREQUENCY

MEAN 3.482 MEDIAN 3.485

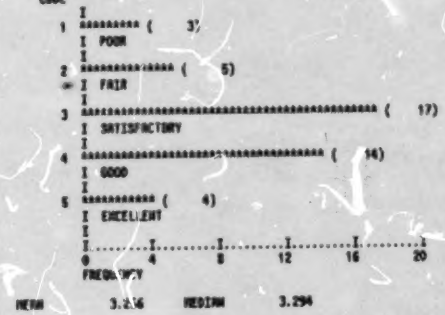
VALID CASES 91 MISSING CASES 8

BEST COPY AVAILABLE

IVG162 RECUR. 162. RESPONSE RATING

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	3	7.0
FAIR	2	5	11.6
SATISFACTORY	3	17	39.5
GOOD	4	14	32.6
EXCELLENT	5	4	9.3
OUT OF RANGE		50	MISSING
	TOTAL	93	100.0

IVG162 RECUR. 162. RESPONSE RATING



MEAN 3.256 MEDIAN 3.294

VALID CASES 43 MISSING CASES 50

IVN164 P.E. 164. ATHLETIC

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	2	4.3
FAIR	2	8	17.4
SATISFACTORY	3	19	41.3
GOOD	4	11	23.9
EXCELLENT	5	6	13.0
OUT OF RANGE		47	MISSING
	TOTAL	93	100.0

IVN164 P.E. 164. ATHLETIC

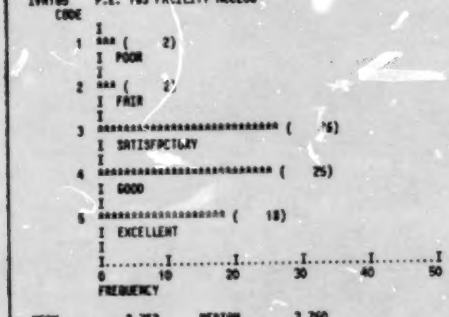
MEAN 3.2[illegible] MEDIAN 3.184

VALID CASES 46 MISSING CASES 47

IVN165 P.E. 165 FACILITY ACCESS

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	2	2.7
FAIR	2	2	2.7
SATISFACTORY	3	26	35.6
GOOD	4	25	34.2
EXCELLENT	5	18	24.7
OUT OF RANGE		20	MISSING
	TOTAL	93	100.0

IVN165 P.E. 165 FACILITY ACCESS



MEAN 3.753 MEDIAN 3.760

VALID CASES 73 MISSING CASES 20

IVN166 P.E. 166 P[illegible]

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
SATISFACTORY	3	7	14.2
GOOD	4	17	34.7
EXCELLENT	5	25	51.0
OUT OF RANGE		44	MISSING
	TOTAL	93	100.0

IVN166 P.E. 166 PACE

MEAN 4.367 MEDIAN 4.520

VALID CASES 49 MISSING CASES 44

BEST COPY AVAILABLE

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 290
FREQUENCY OF RESPONSE FOR EACH ITEM

IVH167 P.E. 167 STAFF FITNESS

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	1	1.6
FAIR	2	5	8.2
SATISFACTORY	3	12	19.7
GOOD	4	19	31.1
EXCELLENT	5	24	39.3
OUT OF RANGE		32	MISSING
	TOTAL	93	100.0

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 291
FREQUENCY OF RESPONSE FOR EACH ITEM

IVH167 P.E. 167 STAFF FITNESS

CODE

1 ** (1)
I POOR
2 ***** (5)
I FAIR
3 ************ (12)
I SATISFACTORY
4 ******************* (19)
I GOOD
5 ************************ (24)
I EXCELLENT

I.....I.....I.....I.....I.....I
0 10 20 30 40 50
FREQUENCY

MEAN 3.984 MEDIAN 4.158

VALID CASES 61 MISSING CASES 32

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 292
FREQUENCY OF RESPONSE FOR EACH ITEM

IVI169 PLAY 169. INTRAMURALS

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
FAIR	2	6	20.0
SATISFACTORY	3	14	46.7
GOOD	4	8	26.7
EXCELLENT	5	2	6.7
OUT OF RANGE		63	MISSING
	TOTAL	93	100.0

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 293
FREQUENCY OF RESPONSE FOR EACH ITEM

IVI169 PLAY 169. INTRAMURALS

CODE

2 ************** (6)
I FPIR
3 ************************************ (14)
I SATISFACTORY
4 ********************* (8)
I GOOD
5 ****** (2)
I EXCELLENT

I.....I.....I.....I.....I.....I
0 4 8 12 16 20
FREQUENCY

MEAN 3.200 MEDIAN 3.143

VALID CASES 30 MISSING CASES 63

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 294
FREQUENCY OF RESPONSE FOR EACH ITEM

IVI170 PLAY 170. CAMPS

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	2	8.0
SATISFACTORY	3	9	36.0
GOOD	4	11	44.0
EXCELLENT	5	3	12.0
OUT OF RANGE		68	MISSING
	TOTAL	93	100.0

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 295
FREQUENCY OF RESPONSE FOR EACH ITEM

IVI170 PLAY 170. CAMPS

CODE

1 ****** (2)
I POOR
3 ************************ (9)
I SATISFACTORY
4 ********** (11)
I GOOD
5 ******** (3)
I EXCELLENT

I.....I.....I.....I.....I.....I
0 4 8 12 16 20
FREQUENCY

MEAN 3.520 MEDIAN 3.636

VALID CASES 25 MISSING CASES 68

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 296
FREQUENCY OF RESPONSE FOR EACH ITEM

IVI171 PLAY 171. EXCURSIONS

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	1	5.0
FAIR	2	1	5.0
SATISFACTORY	3	7	35.0
GOOD	4	8	40.0
EXCELLENT	5	3	15.0
OUT OF RANGE		73	MISSING
	TOTAL	93	100.0

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 297
FREQUENCY OF RESPONSE FOR EACH ITEM

IVI171 PLAY 171. EXCURSIONS

CODE

1 ****** (1)
I POOR
2 ****** (1)
I FAIR
3 ********** (7)
I SATISFACTORY
4 ************************************ (8)
I GOOD
5 ************** (3)
I EXCELLENT

I.....I.....I.....I.....I.....I
0 2 4 6 8 10
FREQUENCY

MEAN 3.550 MEDIAN 3.625

VALID CASES 20 MISSING CASES 73

BEST COPY AVAILABLE

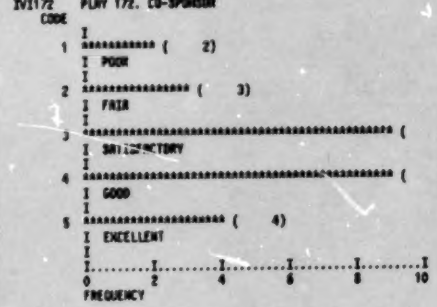
H.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 298
FREQUENCY OF RESPONSE FOR EACH ITEM

IVI172 PLAY 172. CO-SPONSOR

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	2	7.4
FAIR	2	3	11.1
SATISFACTORY	3	9	33.3
GOOD	4	9	33.3
EXCELLENT	5	4	14.8
OUT OF RANGE		66	MISSING
	TOTAL	93	100.0

H.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 299
FREQUENCY OF RESPONSE FOR EACH ITEM

IVI172 PLAY 172. CO-SPONSOR
CODE



MEAN 3.370 MEDIAN 3.444

VALID CASES 27 MISSING CASES 66

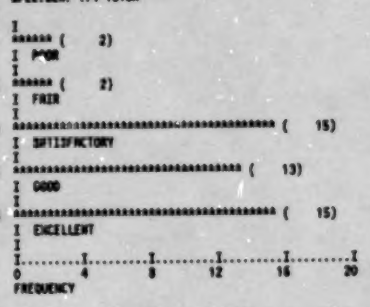
H.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 300
FREQUENCY OF RESPONSE FOR EACH ITEM

IVJ174 SPEC.SER. 174 TUTOR

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	2	4.3
FAIR	2	2	4.3
SATISFACTORY	3	15	31.9
GOOD	4	13	27.7
EXCELLENT	5	15	31.9
OUT OF RANGE		46	MISSING
	TOTAL	93	100.0

H.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 301
FREQUENCY OF RESPONSE FOR EACH ITEM

IVJ174 SPEC.SER. 174 TUTOR
CODE



MEAN 3.787 MEDIAN 3.846

VALID CASES 47 MISSING CASES 46

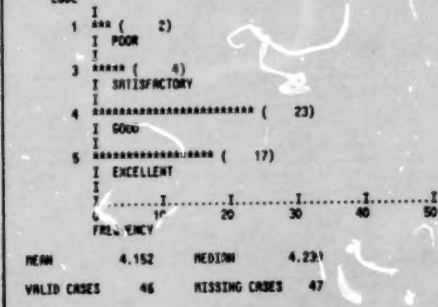
H.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 302
FREQUENCY OF RESPONSE FOR EACH ITEM

IVJ175 SPEC.SER. 175 HANDICAP

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	2	4.3
SATISFACTORY	3	4	8.7
GOOD	4	23	50.0
EXCELLENT	5	17	37.0
OUT OF RANGE		47	MISSING
	TOTAL	93	100.0

H.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 303
FREQUENCY OF RESPONSE FOR EACH ITEM

IVJ175 SPEC.SER. 175 HANDICAP
CODE



MEAN 4.152 MEDIAN 4.231

VALID CASES 46 MISSING CASES 47

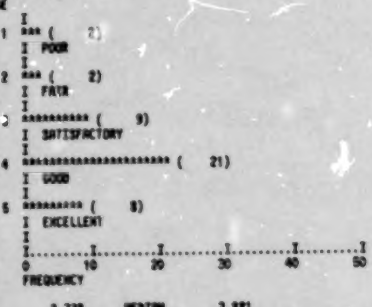
H.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 304
FREQUENCY OF RESPONSE FOR EACH ITEM

IVJ176 SPEC.SER. 176. WORKSHOP

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	2	4.9
FAIR	2	2	4.9
SATISFACTORY	3	9	21.4
GOOD	4	21	50.0
EXCELLENT	5	8	19.0
OUT OF RANGE		51	MISSING
	TOTAL	93	100.0

H.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 305
FREQUENCY OF RESPONSE FOR EACH ITEM

IVJ176 SPEC.SER. 176. WORKSHOP
CODE



MEAN 3.738 MEDIAN 3.881

VALID CASES 42 MISSING CASES 51

BEST COPY AVAILABLE

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 306
FREQUENCY OF RESPONSE FOR EACH ITEM

IVJ177 SPEC.SER. 177. TESTING

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	1	1.8
FAIR	2	1	1.8
SATISFACTORY	3	9	16.4
GOOD	4	25	45.5
EXCELLENT	5	19	34.5
OUT OF RANGE		38	MISSING
	TOTAL	93	100.0

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 307
FREQUENCY OF RESPONSE FOR EACH ITEM

IVJ177 SPEC.SER. 177. TESTING

CODE

```
      I
    1 ** (     1)
      I POOR
      I
    2 ** (     1)
      I FAIR
      I
    3 ********* (     9)
      I SATISFACTORY
      I
    4 ************************* (    25)
      I GOOD
      I
    5 ******************** (    19)
      I EXCELLENT
      I
      I.........I.........I.........I.........I.........I
      0         10        20        30        40        50
      FREQUENCY
```

MEAN 4.091 MEDIAN 4.160

VALID CASES 55 MISSING CASES 38

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 308
FREQUENCY OF RESPONSE FOR EACH ITEM

IVK179 OTHER 179. RENEWALS

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
POOR	1	4	7.8
SATISFACTORY	3	12	23.5
GOOD	4	20	39.2
EXCELLENT	5	15	29.4
OUT OF RANGE		42	MISSING
	TOTAL	93	100.0

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 309
FREQUENCY OF RESPONSE FOR EACH ITEM

IVK179 OTHER 179. RENEWALS

CODE

```
      I
    1 ********** (     4)
      I POOR
      I
    3 ****************************** (    12)
      I SATISFACTORY
      I
    4 ************************************************** (    20)
      I GOOD
      I
    5 ************************************** (    15)
      I EXCELLENT
      I
      I.........I.........I.........I.........I.........I
      0         4         8         12        16        20
      FREQUENCY
```

MEAN 3.824 MEDIAN 3.975

VALID CASES 51 MISSING CASES 42

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 310
FREQUENCY OF RESPONSE FOR EACH ITEM

COUNT

CATEGORY LABEL	CODE	ABSOLUTE FREQUENCY	ADJUSTED FREQUENCY (PERCENT)
	1	93	100.0
	TOTAL	93	100.0

N.C.C. - SERVICES EVALUATION SPRING 1985 PAGE 311
FREQUENCY OF RESPONSE FOR EACH ITEM

COUNT

CODE

```
      I
    1 ********************************************** (    93)
      I
      I
      I.........I.........I.........I.........I.........I
      0        20        40        60        80       100
      FREQUENCY
```

MEAN 1.000 MEDIAN 1.000

VALID CASES 93 MISSING CASES 0

N.C.C. - SERVICES EVALUATION SPRING 1985 THU, MAY 9, 1985, 2
FREQUENCY OF RESPONSE FOR EACH ITEM
CPU TIME REQUIRED.. 108.42 SECONDS

BEST COPY AVAILABLE

PART FOUR

QUESTIONNAIRE

BEST COPY AVAILABLE

SERVICES EVALUATION, SPRING 1985

I am a: _____ Faculty Member
_____ Member of Management Team
_____ Member of the Support Staff

Please rate each of the institutional services listed below using the following scale:

0 - Can't say, don't know, no experience with
1 - Poor, needs great improvement
2 - Fair, needs some improvement
3 - Satisfactory
4 - Good
5 - Excellent

ase respond by circling the appropriate number for each item. Please use zero (0) if you have no experience with an item. Detailed comments are welcome in the margins or on the back.

I. EXECUTIVE MANAGEMENT

A. Office of the President

0 1 2 3 4 5	1.	Awareness of educational ideas and trends
0 1 2 3 4 5	2.	Supports the principles of academic freedom
0 1 2 3 4 5	3.	Takes initiative in programs and staff development
0 1 2 3 4 5	4.	Provides sound fiscal management, including the ability to address budgetary matters in a way that achieves more efficient and effective use of resources
0 1 2 3 4 5	5.	Promotes college-wide understanding of finance as it affects the institution
0 1 2 3 4 5	6.	Communicates well the institution's position with faculty/staff/students
0 1 2 3 4 5	7.	Accessibility: promotes a feeling of openness in seeking the thinking of others
0 1 2 3 4 5	8.	Encourages participative decision making, seeking input from those most directly affected
0 1 2 3 4 5	9.	Identifies and analyzes problems and issues confronting the institution
0 1 2 3 4 5	10.	Represents the institution in a positive manner
0 1 2 3 4 5	11.	Effectiveness in working with the College Council in developing institutional policy
0 1 2 3 4 5	12.	Effectiveness in forming, developing and supervising an administrative management team to implement policy
0 1 2 3 4 5	13.	Other _____

B. Office of the Deans

0 1 2 3 4 5	14.	Responsiveness of work group personnel to faculty, staff and students
0 1 2 3 4 5	15.	Degree to which office staff effectively relates to visitors

0 1 2 3 4 5 16. Timeliness of message return, mail processing and appointment scheduling
0 1 2 3 4 5 17. Coordination of services with other administration units
0 1 2 3 4 5 18. Other_____

C. Office of Institutional Research

0 1 2 3 4 5 19. Coordination of external reporting requirements
0 1 2 3 4 5 20. Completion of research projects to fulfill data needs (e.g., Graduate Follow-Up, Entrants Follow-Up, HCC Statistical Profiles)
0 1 2 3 4 5 21. Routine reports such as Mini Profile
0 1 2 3 4 5 22. Research assistance to the College faculty and staff on research projects, data analysis, etc.
0 1 2 3 4 5 23. Planning activities such as Financial Planning Model and Enrollment Projections
0 1 2 3 4 5 24. Special research projects such as the Hawaii County Employer Survey
0 1 2 3 4 5 25. Institutional planning system
0 1 2 3 4 5 26. Management by objectives system
0 1 2 3 4 5 27. Coordination of management information systems development
0 1 2 3 4 5 28. Other_____

D. Public Relations and Development

0 1 2 3 4 5 29. Coverage of college news and events in local media
0 1 2 3 4 5 30. Responsiveness to staff/faculty requests for publicity assistance
0 1 2 3 4 5 31. Content, readability and appearance of College catalog
0 1 2 3 4 5 32. Content, readability and appearance of "Campus News"
0 1 2 3 4 5 33. Content, readability and appearance of other College publications
0 1 2 3 4 5 34. Coordination of Speaker's Bureau
0 1 2 3 4 5 35. Placement of paid advertising
0 1 2 3 4 5 36. Coordination of special events (e.g., "Family Night," commencement, etc.)
0 1 2 3 4 5 37. Content, readability and appearance of Performing Arts Series Brochure
0 1 2 3 4 5 38. Development assistance as requested by faculty and administrative staff
0 1 2 3 4 5 39. Other_____

II. INSTRUCTION

A. Office of the Dean of Instruction

0 1 2 3 4 5 40. Awareness of educational ideas and trends
0 1 2 3 4 5 41. Promotes and supports program and staff development
0 1 2 3 4 5 42. Promotes understanding of budget matters in the instructional area
0 1 2 3 4 5 43. Communicates well the institution's position with faculty/staff/students

0 1 2 3 4 5 44. Accessibility: promotes a feeling of openness in seeking the thinking of others

0 1 2 3 4 5 45. Encourages participative decision making, seeking input from those most directly affected

0 1 2 3 4 5 46. Identifies and analyzes problems, issues and inquires confronting the Dean's area in a responsive manner

0 1 2 3 4 5 47. Represents the institution in a positive manner

0 1 2 3 4 5 48. Other_____

B. Continuing Education

0 1 2 3 4 5 49. Provides flexible, innovative educational/instructional programs for the general public and for the professional/technical/business communities

0 1 2 3 4 5 50. Represents the college in a positive, creative way

0 1 2 3 4 5 51. Effectively promotes Continuing Education programs

0 1 2 3 4 5 52. Exhibits a willingness to work with other college divisions/offices/units

0 1 2 3 4 5 53. Effectively communicates organizational changes within Continuing Education to other areas of the college

0 1 2 3 4 5 54. Other_____

C. Division Administration

0 1 2 3 4 5 55. Budget preparation

0 1 2 3 4 5 56. Budget administration

0 1 2 3 4 5 57. Division meetings

0 1 2 3 4 5 58. Communication to faculty

0 1 2 3 4 5 59. Development of new programs

0 1 2 3 4 5 60. Problem solving within the Division

0 1 2 3 4 5 61. Division staff development efforts to assist faculty in improving instructional programs

0 1 2 3 4 5 62. Implementation of faculty load regulations: scheduling of classes, determining sections, approving changes in modes of instruction, etc.

0 1 2 3 4 5 63. Word processing service within the division

0 1 2 3 4 5 64. Other_____

D. Faculty Management Systems

0 1 2 3 4 5 65. Faculty promotion system

0 1 2 3 4 5 66. Faculty evaluation system

0 1 2 3 4 5 67. System for student evaluation of faculty

0 1 2 3 4 5 68. Other_____

E. Learning Resources Center

0 1 2 3 4 5 69. Availability of library materials to support and enhance the instructional programs

0 1 2 3 4 5 70. Circulation process for library materials

0 1 2 3 4 5 71. Library reference and information service

0 1 2 3 4 5 72. Interlibrary loan process

0 1 2 3 4 5 73. Film rental and preview process

0 1 2 3 4 5 74. Accessibility of AV equipment staff in receiving requests for equipment
0 1 2 3 4 5 75. On-time delivery of requested AV equipment/materials to designated location
0 1 2 3 4 5 76. Response of AV equipment staff to repair calls
0 1 2 3 4 5 77. Maintenance of AV equipment
0 1 2 3 4 5 78. Accessibility of AV production staff
0 1 2 3 4 5 79. Ability of AV production services to meet time schedules and deadlines
0 1 2 3 4 5 80. Quality of AV production work
0 1 2 3 4 5 81. Accessibility of telecommunications staff
0 1 2 3 4 5 82. Ability of telecommunications services to meet time schedules and deadlines
0 1 2 3 4 5 83. Quality of television productions
0 1 2 3 4 5 84. Other_____

F. Faculty Development

0 1 2 3 4 5 85. Effectiveness and quality of faculty development programs
0 1 2 3 4 5 86. Usefulness of Professional Development Center
0 1 2 3 4 5 87. Usefulness of instructional development materials
0 1 2 3 4 5 88. Adequacy of Summer Grant Program
0 1 2 3 4 5 89. Effectiveness of processing of student evaluation of faculty
0 1 2 3 4 5 90. Other_____

III. ADMINISTRATIVE SERVICES

A. Office of the Dean of Administration

0 1 2 3 4 5 91. Awareness of educational ideas and trends
0 1 2 3 4 5 92. Promotes and supports program and staff development
0 1 2 3 4 5 93. Provides sound fiscal management of the college's resources
0 1 2 3 4 5 94. Addresses budgetary matters in a way that achieves more efficient and effective use of resources
0 1 2 3 4 5 95. Provides effective leadership on matters relating to personnel, administration, physical plant, computer operations, food services and auxiliary enterprises
0 1 2 3 4 5 96. Promotes a feeling of openness in seeking the thinking of others
0 1 2 3 4 5 97. Identifies and analyzes problems and issues confronting the institution
0 1 2 3 4 5 98. Represents the institution in a positive manner
0 1 2 3 4 5 99. Other_____

B. General Services

0 1 2 3 4 5 100. Maintenance of facilities
0 1 2 3 4 5 101. Maintenance of grounds
0 1 2 3 4 5 102. Print shop services
0 1 2 3 4 5 103. Purchasing services
0 1 2 3 4 5 104. Other_____

C. Personnel

0 1 2 3 4 5 105. Support staff performance evaluation system
0 1 2 3 4 5 106. Employee benefits program and administration
0 1 2 3 4 5 107. Assistance in recruitment for vacant positions
0 1 2 3 4 5 108. Assistance to employees on personnel policies and procedures
0 1 2 3 4 5 109. Other_____

D. Computer Center

0 1 2 3 4 5 110. Timeliness of assistance provided to users for urgent problems (e.g., terminal or printer failure, data base failures, etc.)
0 1 2 3 4 5 111. Assistance to users in minor program development and program problem resolutions
0 1 2 3 4 5 112. Computer Center assistance in the design of information systems approved by MIS Committee
0 1 2 3 4 5 113. Security provided for systems under your control to prevent manipulation by others
0 1 2 3 4 5 114. Back-up support provided for systems under your control to prevent loss of data due to system problems
0 1 2 3 4 5 115. Other_____

E. Business Services

0 1 2 3 4 5 116. Disbursement/check process
0 1 2 3 4 5 117. Payroll services
0 1 2 3 4 5 118. Monthly cost center financial reports
0 1 2 3 4 5 119. Assistance to staff in operating budget issues
0 1 2 3 4 5 120. Other_____

F. Auxiliary Services

0 1 2 3 4 5 121. Bookstore operation
0 1 2 3 4 5 122. Cafeteria Services
0 1 2 3 4 5 123. Vending Services
0 1 2 3 4 5 124. Other_____

IV. STUDENT SERVICES

A. Office of the Dean of Students

0 1 2 3 4 5 125. Awareness of educational ideas, trends and innovations
0 1 2 3 4 5 126. Promotes and supports program and staff development
0 1 2 3 4 5 127. Provides sound fiscal management, including the ability to address budgetary matters in a way that achieves more efficient and effective use of resources
0 1 2 3 4 5 128. Provides leadership in the development of services to attract and retain students
0 1 2 3 4 5 129. Communicates well the institution's position with faculty/staff/students

0 1 2 3 4 5 130. Accessibility: promotes a feeling of openness in seeking the thinking of others
0 1 2 3 4 5 131. Encourages participative decision making, seeking input from those most directly affected
0 1 2 3 4 5 132. Identifies and analyzes problems and issues confronting the institution
0 1 2 3 4 5 133. Represents the institution in a positive manner
0 1 2 3 4 5 134. Other_____

B. Admissions

0 1 2 3 4 5 135. Admission procedures and general communication
0 1 2 3 4 5 136. Admissions counseling
0 1 2 3 4 5 137. Distributing information to high school counselors
0 1 2 3 4 5 138. Other_____

C. Records

0 1 2 3 4 5 139. On-line registration procedures and general communications
0 1 2 3 4 5 140. Records maintenance (e.g., class rosters)
0 1 2 3 4 5 141. Other_____

D. Counseling

0 1 2 3 4 5 142. Quality of academic advising program to students
0 1 2 3 4 5 143. Articulation efforts with transfer institutions
0 1 2 3 4 5 144. Job placement
0 1 2 3 4 5 145. Career counseling and development
0 1 2 3 4 5 146. Personal counseling
0 1 2 3 4 5 147. Programs of classroom facilitation by counselors to improve student learning
0 1 2 3 4 5 148. Programs of human development courses offered by counselors
0 1 2 3 4 5 149. Other_____

E. Financial Aid/Veterans' Affairs

0 1 2 3 4 5 150. Communication concerning student financial aid
0 1 2 3 4 5 151. Counseling services for students receiving financial aid and/or veterans' benefits
0 1 2 3 4 5 152. Coordination of services with other administrative units
0 1 2 3 4 5 153. Other_____

F. Student Activities

0 1 2 3 4 5 154. Availability of student activities information (the Calendar and "Pipeline")
0 1 2 3 4 5 155. Quality of overall student activities program
0 1 2 3 4 5 156. Coordinating co-curricular programs (e.g., speakers) with faculty
0 1 2 3 4 5 157. Student Government involvement on campus and in the governance of the institution
0 1 2 3 4 5 158. Other_____

G. Security Services

0 1 2 3 4 5 159. Supervision provided the security force
0 1 2 3 4 5 160. Overall performance of the security force
0 1 2 3 4 5 161. Appearance of the security force overall
0 1 2 3 4 5 162. If you have experienced some problems with the service, please indicate your rating of the response in resolving the problem
0 1 2 3 4 5 163. Other_____

H. Athletics and Physical Education Facilities

0 1 2 3 4 5 164. Program of intercollegiate athletics for women and men
0 1 2 3 4 5 165. Access to the Physical Ed. Facility for the College community (e.g., pool, gymnasium, weight room, locker room, etc.)
0 1 2 3 4 5 166. PACE Program (Prescribed Active Cardiac Exercise)
0 1 2 3 4 5 167. Staff fitness program
0 1 2 3 4 5 168. Other_____

I. Campus Recreation

0 1 2 3 4 5 169. Intramural activities
0 1 2 3 4 5 170. Quality of summer camps and leagues
0 1 2 3 4 5 171. Excursions (e.g., Daytona Beach, Bermuda)
0 1 2 3 4 5 172. Co-sponsorship of co-curricular activities (e.g., Speech Tournament)
0 1 2 3 4 5 173. Other_____

J. Special Services

0 1 2 3 4 5 174. Tutorial program's effectiveness
0 1 2 3 4 5 175. Academic services to handicapped students
0 1 2 3 4 5 176. Workshop presentations
0 1 2 3 4 5 177. CAPA Testing Center Programs - career, academic, and placement
0 1 2 3 4 5 178. Other_____

K. Other

0 1 2 3 4 5 179. Individual renewal sessions

PART FIVE

BIBLIOGRAPHY

Howard Community College
Research Publications

Radcliffe, Susan K. and Reed, Cheryl L. B. STATISTICAL PROFILES. Report No. 40. Howard Community College, March 1985.

Radcliffe, Susan K. ANALYSIS OF FALL 1984 CREDIT ENROLLMENT. Research Report No. 39. Howard Community College, December 1984.

Radcliffe, Susan K. and Baxter, Cheryl L. FOLLOW-UP OF 1982 GRADUATES. Research Report No. 38. Howard Community College, May 1984.

Radcliffe, Susan K. ACADEMIC PERFORMANCE OF HOWARD COMMUNITY COLLEGE STUDENTS IN TRANSFER INSTITUTIONS: PRELIMINARY FINDINGS. Research Report No. 37. Howard Community College, May 1984.

Radcliffe, Susan K. and Baxter, Cheryl L. HOWARD COMMUNITY COLLEGE STAFF SERVICES EVALUATION, SPRING 1984. Research Report No. 36. Howard Community College, April 1984.

Radcliffe, Susan. ANALYSIS OF SPRING 1984 ENROLLMENT. Research Report No. 35. Howard Community College, March 1984.

Radcliffe, Susan; Beach, Frances and Jenkins, Ellen. STATISTICAL PROFILES OF HOWARD COMMUNITY COLLEGE. Research Report No. 34. Howard Community College, February 1984.

Radcliffe, Susan and Nespoli, Lawrence. HOWARD COUNTY EMPLOYMENT PLANNING COUNCIL EMPLOYER SURVEY. Special Research Report. Howard Community College and Howard County Employment Planning Council, April 1984.

Nespoli, Lawrence and Radcliffe, Susan. FOLLOW-UP OF 1981 GRADUATES. Research Report No. 33. Howard Community College, May 1983.

Nespoli, Lawrence and Radcliffe, Susan. FOLLOW-UP OF 1978 ENTRANTS. Research Report No. 32. Howard Community College, March 1983.

Nespoli, Lawrence and Radcliffe, Susan. STATISTICAL PROFILES OF HOWARD COMMUNITY COLLEGE. Research Report No. 31. Howard Community College, February 1983.

Nespoli, Lawrence and Radcliffe, Susan. CENSUS ANALYSIS: A LOOK AT HCC CREDIT STUDENTS BASED ON THE 1980 CENSUS. Research Report No. 30. Howard Community College, January 1983.

Nespoli, Lawrence and Radcliffe, Susan. STUDENT EVALUATION OF COLLEGE SERVICES. Research Report No. 29. Howard Community College, June 1982.

Nespoli, Lawrence and Radcliffe, Susan. EMPLOYER FOLLOW-UP, 1980. Research Report No. 28. Howard Community College, May 1982.

Nespoli, Lawrence and Radcliffe, Susan. RETENTION ANALYSIS FOR SPRING 1982. Research Report No. 27. Howard Community College, April 1982.

Nespoli, Lawrence and Radcliffe, Susan. A PILOT STUDY OF EDUCATIONAL TELEVISION STUDENTS AT HCC. Research Reports No. 26. Howard Community College, April 1982.

Nespoli, Lawrence and Radcliffe, Susan. FOLLOW-UP OF 1980 GRADUATES. Research Report No. 25. Howard Community College, February 1982.

Nespoli, Lawrence and Radcliffe, Susan. STATISTICAL PROFILES OF HOWARD COMMUNITY COLLEGE. Research Report No. 24. Howard Community College, February 1982.

Nespoli, Lawrence and Buonaguro-Laidig, P. STATISTICAL PROFILES OF HOWARD COMMUNITY COLLEGE. Research Report No. 23. Howard Community College, January 1981.

Nespoli, Lawrence and Buonaguro-Laidig, P. STUDENT EVALUATION OF COLLEGE SERVICES. Research Report No. 22. Howard Community College, May 1980.

Nespoli, Lawrence and Nair, P.C. STATISTICAL PROFILES OF HOWARD COMMUNITY COLLEGE. Research Report No. 21. Howard Community College, January 1980.

Nespoli, Lawrence and Nair, P.C. EMPLOYER FOLLOW-UP, 1978. Research Report No. 20. Howard Community College, November 1979.

Nespoli, Lawrence. FOLLOW-UP OF 1978 GRADUATES, VOLUME II. Research Report No. 19A. Howard Community College, September 1979.

Nespoli, Lawrence. FOLLOW-UP OF 1978 GRADUATES, VOLUME I. Research Report No. 19. Howard Community College, September 1979.

Wenckowski, Charlene. STATISTICAL PROFILES OF HOWARD COMMUNITY COLLEGE. Research Report No. 18. Howard Community College, January 1979.

Wenckowski, Charlene. HIGH SCHOOL JUNIORS: THEIR CAREER ASPIRATIONS, EDUCATIONAL PLANS, AND PERCEPTIONS OF HOWARD COMMUNITY COLLEGE. Research Report No. 17. Howard Community College, December 1978.

Wenckowski, Charlene and Dabbs, Patricia. ADULT EDUCATIONAL NEEDS ASSESSMENT. Research Report No. 16. Howard Community College, July 1978.

Wenckowski, Charlene. STUDENT EVALUATION OF COLLEGE SERVICES. Research Report No. 15. Howard Community College, June 1978.

Wenckowski, Charlene. FOLLOW-UP OF 1977 GRADUATES. Research Report No. 14. Howard Community College, June 1978.

Wenckowski, Charlene. STATISTICAL PROFILES OF HOWARD COMMUNITY COLLEGE. Research Report No. 13. Howard Community College, January 1978.

Wenckowski, Charlene. EMPLOYER FOLLOW-UP STUDY. Research Report No. 12. Howard Community College, June 1977.

Smith, James and Wenckowski, Charlene. CAREER EDUCATIONAL NEEDS OF ADULT COUNTY RESIDENTS. Research Report No. 11. Howard Community College, June 1977.

Wenckowski, Charlene. FOLLOW-UP OF 1976 GRADUATES. Research Report No. 10, Howard Community College, April 1977.

Wenckowski, Charlene. HOWARD COMMUNITY COLLEGE GOALS INVENTORY. Research Report No. 9. Howard Community College, January 1977.

Wenckowski, Charlene. STATEWIDE FOLLOW-UP OF 1971 FIRST-TIME STUDENTS. Research Report No. 8-A. Howard Community College, June 1976.

Wenckowski, Charlene. CAREER INTERESTS AND OCCUPATIONAL PLANS OF HOWARD COUNTY HIGH SCHOOL JUNIORS, 1976. Research Report No. 8. Howard Community College, September 1976.

Wenckowski, Charlene. CAREER INTERESTS AND OCCUPATIONAL PLANS OF HOWARD COUNTY HIGH SCHOOL JUNIORS, 1976 - PRELIMINARY REPORT. Research Report No. 7. Howard Community College, September 1976.

Wenckowski, Charlene. CAREER INTERESTS AND EDUCATIONAL PLANS OF HOWARD COUNTY HIGH SCHOOL JUNIORS, SPRING 1976. Sub-Report No. 1. Howard Community College, February 1976.

Wenckowski, Charlene. FOLLOW-UP OF 1975 GRADUATES. Research Report No. 6. Howard Community College, July 1976.

Wenckowski, Charlene. HOWARD COMMUNITY COLLEGE STATISTICAL PROFILES. Research Report No. 5. Howard Community College, October 1976.

Wenckowski, Charlene. CAREER INTEREST AND EDUCATIONAL PLANS OF HOWARD COUNTY HIGH SCHOOL JUNIORS, 1975. Research Report No. 4. Howard Community College, December 1975.

Wenckowski, Charlene. HCC AFFIRMATIVE ACTION PLAN, FALL 1975. REVISED EDITION. Research Report No. 3. Howard Community College, January 1976.

Wenckowski, Charlene. WHERE HAVE ALL THE NO SHOWS GONE? Research Report No. 2. Howard Community College, February 1975.

Wenckowski, Charlene. PRELIMINARY FOLLOW-UP OF 1974 GRADUATES. Research Report No. 1. Howard Community College, October 1974.

ERIC Clearinghouse for Junior Colleges
JUN 28 1985